



Calabash

Cleaning Excellence



Sustainability
Report 2024

We want to do things differently in offering clients more sustainable choices by serving the triple bottom line of people, profit and planet.



Reflections

Calabash has always sought to stand out from the crowd in the facilities management sector. We want to do things differently in offering clients more sustainable choices by serving the triple bottom line of people, profit and planet.

Working with consultancy Wylde Connections, Calabash has developed a robust sustainability strategy and action plan which will guide us on our journey as an ethical and responsible business. It allows us to ensure that Environmental, Social and Governance (ESG) principles are embedded throughout our organisation, from the way we treat our staff to the way we build our portfolio of services.

We operate within an increasingly competitive market and savvy businesses are far more demanding in terms of what they expect from their facilities management provider. They understand the difference between price and value and want a long-term partner that will help meet their business objectives.

We already have a reputation for delivering the highest standards of cleaning and our attention to detail has helped us secure our place as one of London's leading facilities management companies. Yet Calabash never rests on its laurels, and we want to take our business to the next level by helping clients improve their sustainability credentials.

We do not offer zero hours contracts and are proud to say that more than 90% of our clients now choose to pay our staff the Living Wage. As well as helping deliver positive social impact, we are also helping them make more responsible environmental choices. From our low impact high performance cleaning products to responsible waste management services, Calabash is challenging the status quo.

In the coming year we will continue tracking our emissions to reduce our carbon footprint and investigating new ways to deliver exceptional results whilst supporting clients on their sustainability journey. That depends on forming relationships and changing mindsets and be it clients, suppliers or staff, we put people first. Talk to Calabash about how we can work together to secure a more sustainable future.

Steve Aylmer



Thomas Salmon

Steve Aylmer
Managing Director

Thomas Salmon
Chief Operating Officer



Contents

3	Reflections	14-15	Our Carbon Emissions
4-5	Our Business	16-17	Our Sustainability Roadmap
6	Our Purpose, Mission and Vision	18-20	Focusing Our Priorities
7	Our Values	21	Next Steps
8 -13	Embedding Sustainable Practices	22-23	Leading by Example



Produced in collaboration with our Sustainability Partners
Wylde Connections Ltd – www.wyldeconnections.co.uk
V1:2 published December 2024 – to be reviewed November 2025

Our Business

Established in 1992, Calabash has grown to become one of London's leading facilities management companies. We built a reputation amongst the capital's luxury commercial cleaning for our exacting standards. We are known for our commitment to continuous business improvement and Calabash provides clients with tailor made packages of services that range from floor cleaning to responsible waste management.

Our talented and dedicated workforce is trained to respond to the changing needs of our clients. Calabash offers a one-stop-shop of cleaning services accessed by a diverse client base. We are constantly evolving our offer and ensure we do so in a way that is aligned with our sustainability strategy.

Following a recent management review, Calabash has entered a new era. As a leadership team, we are focused on identifying new opportunities to deliver positive ESG interventions and are working with consultancy Wylde Connections to develop an ambitious sustainability strategy and action plan.

We operate in a sector that has been slow to embrace the sustainability agenda and Calabash will be a trail blazer by demonstrating that we can run a successful business whilst meeting the needs of people and planet.

A Comprehensive Offer

Over more than three decades Calabash has developed long-standing relationships with clients across a range of sectors. Although we started out cleaning for luxury retail brands, word has got out and we have diversified our customer base. Developing a portfolio of sustainable services that help businesses make more responsible choices has proved critical in taking our organisation to the next level of growth.

Sectors

Luxury retail – Nowhere do first impressions matter more than in retail and Calabash is expert at paying attention to detail to enhance the shopping experience.

Office cleaning – Employers are now investing more in the cleanliness and quality of their workspace to promote staff wellbeing and boost productivity.

Hospitality – Calabash is a trusted partner for restaurants and leisure brands who need to inspire their guests and want to do so sustainably.

Education – We are committed to putting cleanliness at the heart of the classroom. From sparkling corridors to hygienic washrooms, we manage spaces that help students thrive.

Services

We have developed our range of facilities management solutions with the aim of addressing our clients' pain points. One of their key challenges is finding a facilities management partner who can maintain the highest standards of cleanliness in a manner that also improves their ESG credentials. As an ISO 14001 accredited company, we ensure that we use products that are designed to have minimum environmental impact and employ techniques that help reduce consumption of energy and water.

Carpet and hard floor cleaning – Cleaning and maintenance solutions covering everything from stain removal to restoration.

Washroom services – Clean, hygienic and fully stocked washrooms that make the right impression to staff and visitors.

Waste management – Contractor First Mile take away your waste and handle it responsibly so that it is not consigned to landfill.

Jet washing and exterior cleaning – the removal of dirt, including gum and pavement cleaning services. Experienced staff can also clean awnings and canopies.

Event cleaning – From product launches to store openings, we help deliver a memorable experience through attention to detail.

Window cleaning – Our teams use industry leading methods including traditional window cleaning, reach & wash systems, abseil and MEWP access (Mobile Elevated Working Platforms).

Pest control – We are committed to removing and relocating pests where possible, with lethal control always a last resort.



Our Purpose

Our purpose is to transform spaces into vibrant, healthy, and sustainable havens that reflect our commitment to quality, innovation, and responsible practices. By embracing sustainability, working transparently, and fostering fairness through diversity and inclusion, we consistently exceed the needs of our clients. Not only do we clean and manage spaces to the highest standards, but we contribute to the wellbeing of individuals, communities, and the planet.

Our Mission

We are a leader in the commercial cleaning and facilities management industry through our sustainable practices, innovative solutions, and an unwavering commitment to quality. By fostering diversity and respect within our teams and across our business and forging lasting partnerships with our customers, we create cleaner, more inclusive environments that positively impact both people and the planet.

Our Vision

Pioneering Excellence and Sustainability Through Innovation

Our vision is to pioneer excellence in the commercial cleaning and facilities management industry, driven by our core values of quality, innovation, and sustainability. With a commitment to staying ahead of the curve and utilising leading-edge techniques, we aspire to set new and higher standards in eco-friendly practices. Through collaboration, transparency, diversity, and inclusion, we will build a strong foundation of trust and help our industry move towards a brighter, cleaner, and more responsible future.

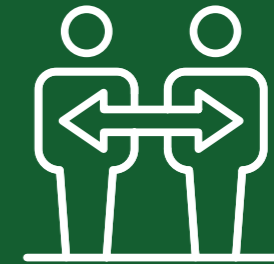
Our Values



We strive to meet and exceed your needs and expectations.



We are committed to fairness, diversity, and inclusion.



We forge trusted, transparent, and long-lasting relationships and partnerships.



We empower and enable people.



We contribute to the wellbeing of individuals, communities, and the planet.



We have an unwavering commitment to providing a high-quality experience.



We transform spaces into sustainable, vibrant havens.

Embedding Sustainable Practices

At Calabash we are committed to developing an ESG strategy that is aligned with the Sustainable Development Goals (SDGs). The SDGs provide a useful framework for businesses when setting out their sustainability objectives. They are made up of 17 global goals designed to transform our world by 2030 and cover a wide range of issues seeking to end poverty, fight injustice, and tackle climate change. We have used them to help shape our priorities and design our interventions.

Resource management

Reducing energy consumption is a key priority for our business as we set out our action plan and help drive decarbonisation. That is not just about managing our own consumption but that of our clients. We understand that when working in their premises we have a responsibility to help them reduce costs and minimise their carbon footprint.



Waste

In 2020, 12.7 million tonnes of municipal waste was sent to landfill in the UK. Sending waste to landfill is literally fuelling the climate crisis. The disposal and treatment of waste generates significant quantities of greenhouse gas emissions which serve to heat our planet. Most potent of these is the methane released during the breakdown of organic matter in landfills.

For more than 10 years Calabash has been working with contractor First Mile to offer a series of waste management services to our customers. They have made a Zero to Landfill promise and anything they are unable to recycle goes to a waste-to-energy facility where the output is used to power homes.

Through First Mile we offer customers more than 20 different waste management services and approximately a quarter of our client base are taking advantage across 70 sites. According to First Mile's tracker tools, these sites achieved a recycling rate of 69% in March 2024. Our aim is to reach 80%, that would secure Gold accreditation.

As well as supporting clients in handling waste responsibly, we are keen to reduce the impact of our own waste. In our baseline carbon footprint, our waste contributed 1.2% of our total emissions. This is based on spend data, but as we continue to evolve our data collection processes, we will be collecting activity data to give us a more accurate picture. We are exploring ways to reduce the amount of waste we generate. Recent interventions include moving our HR and recruitment processes online to reduce our paper consumption.



Water

We are also conscious of the need to reduce water consumption. This is Earth's most precious resource, and supplies are under increasing pressure in the face of threats like population growth and a heating planet. The United Nations has recognised the human right to water and sanitation. Yet it estimates that London could experience severe water stress conditions within the next two decades, even as early as 2030.

The facilities management sector is a major consumer of water and as part of our sustainability strategy Calabash offers customers a range of water-saving services. Our spray flat mopping system for instance is suited to a range of cleaning tasks. It has an internal water reservoir and spray trigger to dispense water directly in front of the mop. Using a 5-litre dolly mop bucket with a traditional socket mop over a 4-hour cleaning shift water will need to be changed an average of 8 times, using a total of 40 litres of water on mopping alone. In contrast, SYR's Rapid Mop represents a 97% reduction in water consumption, saving 7,000 litres of water a year with daily use.

In addition, where possible we use a modern floor steam scrubber machine instead of a traditional bucket system and our hygiene department uses a water efficient system for cleaning urinals. A PIR detector is installed and linked to a valve that controls the water flow into the cistern so that the flush is triggered once movement is detected. It can then be set to automatically fill and flush after 2 or 3 hours to ensure that there is a constant water flow through the urinals.



Energy

Vacuuming is one of our most energy intensive activities and as part of our commitment to responsible resource management we are investing in more efficient equipment. The Numatic ERP180 delivers high performance cleaning using 30% less energy. Manufactured using high quality recycled plastic from the automotive industry, the machines allow our clients to reduce both their energy bill and their Scope 2 emissions.



Social impact

One of our values is a commitment to Fairness, Diversity, and Inclusion and we aim to embed this within our business operations. At Calabash we are proud of our diverse workforce which incorporates more than 20 different nationalities.

We currently have a 60/40 split female to male in our cleaning staff, and a 50/50 split in senior leadership and managerial positions. Our 2022/23 data indicates a gender pay ratio for cleaning staff was less than 1% in favour of male employees. Our Gender Pay Gap for 2023/24 is -3.25%, and our Gender Pay Ratio is 1.032. This means that, on average, our female employees are paid 3.25% more than male employees, and for every £1 earned by our male employees, our female employees earn £1.032.

We recognise that staff are our greatest asset and believe they should be fairly rewarded for their expertise and dedication. We do not use zero hours contracts and in April 2021 we committed to paying The Real Living Wage to help ensure the salaries we pay can help people meet the real cost of living.

We have worked hard at engaging with our clients over the last few months and are proud that 93% of our clients have signed up, with 83% of our employees currently paid at least the Living Wage. The UK Living Wage is now set at £12, and the London Living Wage has recently risen to £13.15. It is the only UK wage rate based on the cost of living and is voluntarily paid by more than 14,000 UK businesses who believe their staff deserve a wage which meets everyday needs.



Another of our values is to contribute to the wellbeing of individuals, communities, and the planet. As well as paying employees a fair wage, we are committed to protecting them at work and we are proud of our health and safety record.

Over the last 3 years we have recorded:

- **Zero minor injuries**
- **Zero reportable incidents**
- **Zero work related ill health**
- **Zero fatalities**

Our use of low impact high performance cleaning products means that staff are not brought into contact with harmful chemicals. In addition, we use equipment and techniques that require minimum physical strain. For instance, flat mopping is more efficient than traditional wet mopping methods, it is less strenuous and because surfaces dry faster following flat mopping there is less risk of slipping.

Outside of our own business, we look to have a positive social impact by supporting several good causes. Another of our values is forging trusted, transparent, and long-lasting relationships and partnerships and this is demonstrated by our charitable commitments. For instance, we make financial contributions to the charity Polio and Children in Need.



Impact on nature

Chemical compounds from cleaning products can pollute already stressed rivers and oceans, causing untold harm to aquatic plants and animals. They can lead to eutrophication, a process where excess nutrients from these contaminants promote rapid algae growth. The algae blooms then consume large amounts of oxygen, resulting in dead zones where marine species cannot survive.

Calabash sources GreenTick products from supplier Evans Vanodine. The GreenTick system scores products against a range of criteria to give users the information they need to choose the lowest impact product suitable for their cleaning task. The scoring system carries out a lifecycle assessment of each product in the range, a system aligned with some of the Sustainable Development Goals. Products with the lowest impact are identified with a logo.

This forms part of our commitment to being nature positive. We live in one of the most nature-depleted nations in the world, with less than half of our biodiversity remaining. Helping address biodiversity loss is very important to us. According to the 2023 State of Nature report, one in six species in the UK are at risk of being lost.

The report highlights an 18% decline in our key pollinating insects including bees and moths. We are very concerned about this trend and have become a business partner of the Bumblebee Conservation Trust. Currently we have made a financial contribution and plan to continue our support for the trust.



Taking the lead

As part of developing our sustainability strategy, the Calabash senior leadership team participated in a leadership programme. This involved undertaking individual values profiling to understand our values and what drives us. Wylde's consultants then compiled a values and culture alignment report which aligned our individual values with the business and its culture.

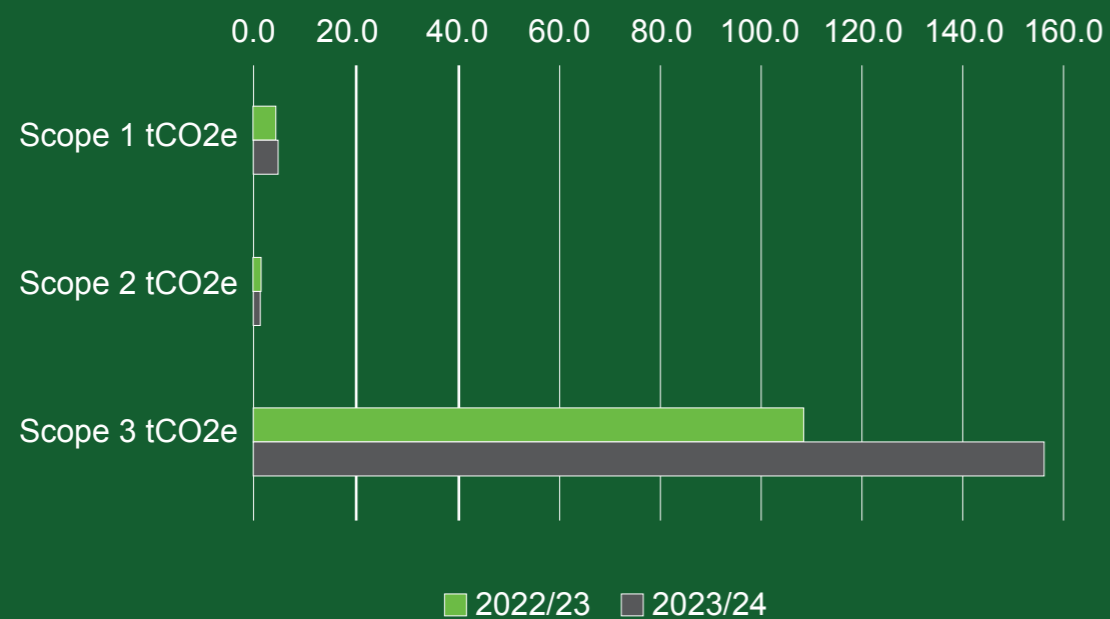
This process then allowed us to develop new purpose, mission, and vision statements which are detailed on pages 6 and 7.

Our Carbon Emissions

In 2022, we decided to calculate of baseline greenhouse gas (GHG) emissions. This was one of the first ways of implementing our sustainability strategy and in helping us to understand our environmental impacts through our emissions.

We worked with Wylde Connections and used the carbon calculator Compare Your Footprint (CYF) to calculate our emissions. During the data collection process for our baseline year, our scope of Scope 3 emissions was very narrow. In total we only collected data across four data categories. Having been through this initial baseline process, we have been able to broaden our Scope 3 emissions to collect more data categories, which we have increased to six. This has resulted in our total emissions increasing by 42% from 115.453 tCO₂e to 163.686 tCO₂e.

Scope 1, 2 & 3 tCO₂e



Key highlights

Our Scope 1 emissions have increased by 1.193 tCO₂e. This is due to more fossil fuelled cars being used for business travel than in our baseline year. We had a small diesel and medium petrol vehicle for business travel in our baseline year and have now added an additional medium battery powered hybrid and large diesel vehicles in 2023/24 which has increased our Scope 1 emissions. Our Scope 1 emissions decreased in the small diesel and medium petrol vehicles due to 4,600 less miles travelled.

Our Scope 2 emissions decreased from 1.929 to 1.654. This is mainly due to reducing the kWh of energy used in 2023/24 by 10%.

60% of our total emissions are due to our employees commuting to and from work via the London bus network. We understand that this is the largest contributor to our emissions but according to the International Bus Benchmarking Group (IBBG), London buses performed the best amongst 12 other IBBG member cities regarding CO₂ emissions per passenger per km. This is due to 56% of London's bus fleet comprising of low-emission vehicles and generally a younger bus fleet.

40% of the increase in our total emissions is due to broadening the scope of our emissions. In our 2023/24 report, we have included data on our chemical usage and textile usage. This led to an increase in emissions by 23 tCO₂e that were not included in our baseline.



Taking action

As we continue to collect data for our emissions, we are constantly improving our data collection processes and widening our scope of emissions to ensure that our data is as accurate and as possible. For our 2024/25 emissions report, we plan on expanding the scope of our emissions to encompass as much of our business activities as we can. We will then publish our reduction targets to reach reduction goals which will be finalised over the next few months.

Our Sustainability Roadmap

2008

Started supporting school children in Africa through the Polio and Children in Need charity

2021

Calabash became an accredited Living Wage Employer through the Living Wage Foundation

2022

Started working with Wylde Connections to develop our Sustainability Strategy

2023

Launched our Sustainability Strategy

2024

Established our Baseline Carbon Emissions for 2022/23

Calculated our 2023/24 year of carbon emissions with a broader scope and more activity data

2025

Achieve B Corp accreditation

Develop and start implementing our Carbon Reduction Plan

2050

Reach Net Zero

Focusing Our Priorities

In order to prioritise our actions, it is important for us to understand the ESG issues that are most material to our business and its stakeholders.

With the help of our consultants, we conducted an internal double materiality assessment. This exercise informs decision making by both evaluating the impact Calabash has on environmental and social issues as well as examining how industry specific factors and broader trends will influence our own organisation.

We took into account issues identified by our management team. We did not have the time or resources to interview stakeholders, so we made assumptions based on our relationships with various stakeholder groups. Moving forward, we plan to engage with our stakeholders to truly understand what is important to them and ensure we represent their perspectives.

Material Issues

Environmental:

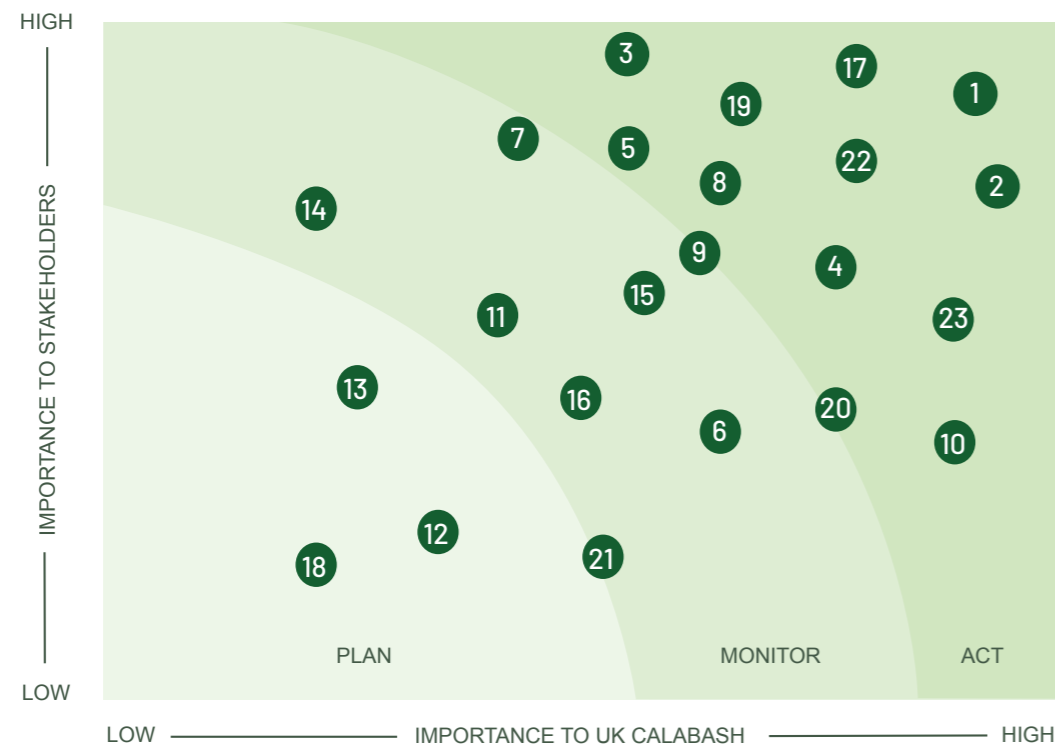
- 1 Climate Change
- 2 Biodiversity and Quality of Environment
- 3 Plastic Pollution
- 4 Microplastics
- 5 Chemical Pollution
- 6 Energy Security
- 7 Local Transportation

Social:

- 8 Ethics and Integrity
- 9 Health, Safety & Welfare
- 10 Attitudes and Behaviour Change
- 11 Data Security
- 12 Aging Population
- 13 Migration and Labour
- 14 Illness and Health
- 15 The Living Wage

Governance:

- 16 HR Policies
- 17 Inflation
- 18 Supply Chain Disruption
- 19 Economy
- 20 New Technologies
- 21 Legacy Planning
- 22 Sustainability Accreditations
- 23 Financial Sustainability



Climate Change

This is the most material issue for Calabash. As the planet heats, we are seeing an increase in the frequency of extreme weather events. Businesses have a responsibility to take urgent action. After establishing our baseline carbon emissions, we are working towards calculating our second-year emissions. We are addressing the issue of climate change not only by focusing on decarbonisation but by reducing the use of harmful chemicals, improving data collection processes to support work in minimising our carbon footprint, and educating our staff about sustainability issues.



Biodiversity

Addressing biodiversity loss must be a priority and protecting nature is of high importance to our business and our stakeholders. We recently moved into a new head office and plan to create a biodiversity-rich area around the premises. We also plan to continue using low impact high performance chemicals in our products to reduce our impact on nature's ecosystems.



Plastic Pollution and Microplastics

As a cleaning company, we use plastic products and microfibre cloths. We intend to reduce our environmental impact by using fewer plastic products and selecting more products with a high percentage of recycled content.



Ethics and Integrity

Calabash is committed to being an ethical and responsible business and it is imperative that we work with our customers and staff to maintain our high standards. One of our values is striving to meet and exceed your needs and expectations and that lies at the heart of everything we do.



Health, Safety and Welfare

People are our greatest asset, and we care deeply about their wellbeing. We pride ourselves on being a leader in paying staff a Living Wage and will continue to encourage our clients to commit to paying a salary that meets the real cost of living.



Chemical Use

Our staff use chemicals as part of their daily work. We have a duty of care to them and the wider environment. We have selected a supplier of high performance low impact cleaning products to ensure we protect people and planet whilst ensuring we can still deliver exceptional results for our clients.



Data Security

This is becoming a major issue for our staff and clients. To reduce risk, we ensure that our employees are trained to raise awareness about hacking threats and identify spam.

We have aligned these topics with the SDGs. They provide us with a useful framework to inform our interventions so that we can maximise positive impacts and mitigate negative ones.

We will continue to conduct an annual materiality assessment to identify the most pressing sustainability topics. We will review these topics in further sustainability reports, aligning them with the SDGs and prioritising the goals that our business impacts the most.

Next Steps

We understand that sustainability is a journey and not a destination. We will work tirelessly to improve our credentials and are determined to maintain momentum in the year ahead.

One of our key priorities for the coming months is to secure B Corp certification. Certified B Corporations, or B Corps, are companies verified by B Lab to meet high standards of social and environmental performance, transparency, and accountability.

B Lab measures a company's entire social and environmental impact. This is a comprehensive and rigorous process and one which will help us demonstrate our commitment to people and planet. Certified B Corps are leaders in the global movement for an inclusive, equitable, and regenerative economy.

We also intend to continue to improve our data collection processes so that we can get greater insight into our impact. That will help drive our carbon reduction strategy as we identify new ways to minimise emissions. We need the whole team on board to meet our goals and we are exploring options for providing our staff with sustainability awareness training.

Following our recent management restructure and office move, Calabash has entered a new era. We will take this opportunity to double our efforts to embed sustainable practice and help secure a better future for all.

Leading by Example

Sustainability consultancy Wylde Connections works with Calabash as a trusted partner, helping develop its sustainability strategy and embed best practice. Managing Director Denise Taylor reflects on its journey as an ethical and sustainable business.

When Wylde first started working with Calabash, the company was already engaging in sustainable business practices. They were one of the few in the sector that refused to operate with zero hours contracts for staff and instead chose to adopt the standards and principles of being a Living Wage Employer. They adopted practices to reduce environmental impacts by not using harsh chemicals in their cleaning processes.

It has not been an easy journey for Calabash; convincing customers that being an ethical and responsible may mean higher costs in the short term, but in the longer term the benefits are clear to see. By treating staff with respect and consideration and truly caring about their wellbeing, Calabash has enjoyed staff loyalty in a sector that it is renowned for staff churn. But, as Calabash has discovered, a motivated workforce means a higher quality of service that is delivered consistently and efficiently.

In the longer term these benefits translate into better value for money as well as having positive social impact for families and the wider community. They also embody two of the company's values to empower people and contribute to the wellbeing of individuals, communities, and the planet.

It is the social aspects of sustainability that are often overlooked as the drive for decarbonisation continues to be the main agenda for most businesses. This of course is

needed too, but those companies that embrace all aspects of ESG tend to have better governance and are able to reap the benefits of this to support their growth.

Building on the foundations already established, Wylde has since supported Calabash in developing a comprehensive strategy and action plan, which in turn has given the business the confidence to influence others. Calabash has worked hard persuading more than 90% of its customers to sign up to the Living Wage. That is quite an achievement in a low pay sector operating with tight margins and an indication that the business is willing to push boundaries when it comes to positive social impact.

Calabash has also completed its baseline emissions and by starting to track and report is ideally placed to drive decarbonisation. The leadership team has been engaged throughout the process with a passion to do things differently though due process and good governance. They have embraced a leadership mentoring programme designed to ensure that the business lives and breathes its core values.

That commitment to prioritise people and planet has not only set Calabash on course to meet its ESG objectives but is also delivering business benefits. As sustainability moves further up the corporate agenda Calabash is winning new business on the back of its vision, mission and values. I am excited to see what the coming months have in store and continuing to support the team navigate the road ahead.



Dr Denise Taylor
Managing Director
Wylde Connections Ltd



Working together

We value collaboration in supporting each other on the road to sustainability.

Let's talk... info@calabashgroup.co.uk



calabashgroup.co.uk
020 3011 4799

 **Calabash**
Cleaning Excellence