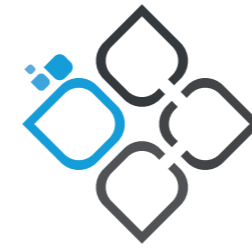




2025 sustainability plan



WE WANT TO COLLABORATE WITH ALL OUR STAKEHOLDERS TO MEET OUR GOALS AND INVITE YOU TO WORK WITH US TO DELIVER MEANINGFUL CHANGE.



ACTION STATIONS

Sustainability is now more widely talked about both in the news and within the business community. At Bee Services we are being asked far more often about what we are doing to address our impacts on people and planet. It became apparent that demonstrating our ESG (Environmental, Social and Governance) credentials should be a strategic priority, and it was that realisation that led us to engage with consultancy Wylde Connections.

As a facilities management company, much of our impact takes place within our clients' premises. We have always been mindful about minimising the consumption of resources like electricity and water. We are also helping manage resources more responsibly through our partnership with waste management contractor First Mile who help clients boost their recycling rates and make more sustainable choices.

Having laid our foundations on our ESG journey, we now want to take this work to the next level. We have developed a robust sustainability strategy which we are now implementing. This report sets out our Action Plan and Road Map for the coming years.

Embedding best practice will not only help us play our part in securing a better future – it will help future proof our operations and help us respond to the changing needs of our clients. We need to challenge ourselves with ambitious but achievable targets. There is a real opportunity to make bold decisions in moving beyond compliance. Our industry is slowly waking up to the need to act more responsibly and we are determined to get ahead of the curve.

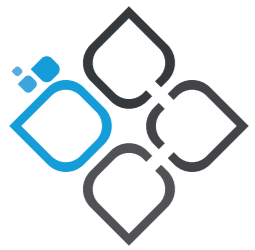
From investing in more energy efficient equipment to measuring our greenhouse gas emissions, we want to reduce our environmental footprint on our path to Net Zero. At the same time there is an opportunity to have positive social impact, whether it be by promoting the Real Living Wage, or encouraging staff to volunteer for good causes. We want to collaborate with all our stakeholders to meet our goals and invite you to work with us to deliver meaningful change.



Bill Johal, Managing Director of Bee Services



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



ABOUT US

Bee Services is one of London and the South East's leading commercial cleaning providers. The business was established in 1984, and we are now celebrating our 40th anniversary delivering a comprehensive range of facilities management solutions.

We have built a reputation for exceptional customer service based on our commitment to continuous business improvement. Our team is focused on pushing boundaries by finding ways to add value and respond to the changing needs of our customers and stakeholders.

Bee Services builds long term relationships and is regarded by customers as a trusted partner with the will and expertise to respond to their changing demands. We take pride in delivering the very highest standards of cleanliness and hygiene and aim to do so whilst serving the triple bottom line of people, profit and planet.

As we enter our fifth decade, we have had a management restructure. This new chapter has allowed us to reflect on our achievements whilst developing a business plan that embeds responsible practice to future proof our operations. Central to that is our work to develop a robust sustainability strategy that will guide our interventions as we take our business to the next level.



OUR SECTORS

Bee Services provides facilities management services to clients across a range of sectors:



OFFICES

Our experienced team maintains clean and tidy office environments to promote physical and mental wellbeing whilst boosting productivity.



EDUCATION

We support educational establishments in meeting their duty of care to learners and staff by ensuring spaces allow everyone to thrive.



RESTAURANTS

From successful chains like Hard Rock Cafe to Michelin star establishments, we help restaurateurs deliver the ultimate customer experience.



CAR SHOWROOMS

We help create the right aesthetic and ensure that inspires customers to make that dream purchase.



INDUSTRIAL

Be it busy warehouse or bustling ports, we know how to maintain the highest standards of cleanliness with minimum disruption.



ENTERTAINMENT

We have a long track record providing a first class service to prestigious venues including Mayfair's Les Ambassadeurs Club.

OUR SERVICES

We serve our sectors through a range of services. We provide bespoke packages to meet your unique requirements:



FLOOR CLEANING

Bee Services uses the latest techniques and equipment to ensure your floors are fit for purpose and well maintained.



WASTE MANAGEMENT

We work with First Mile to help clients embrace responsible resource management through zero to landfill waste collection.



JET WASHING

We help make the right impression before people step through the door, be it a restaurant frontage or office entrance.



PEST CONTROL

Infestations cause major disruption and effective pest control is critical in maintaining standards of health and safety.



WASHROOM SERVICES

Our cleaning and housekeeping teams take pride in maintaining clean and appealing spaces that meet the needs of their users.



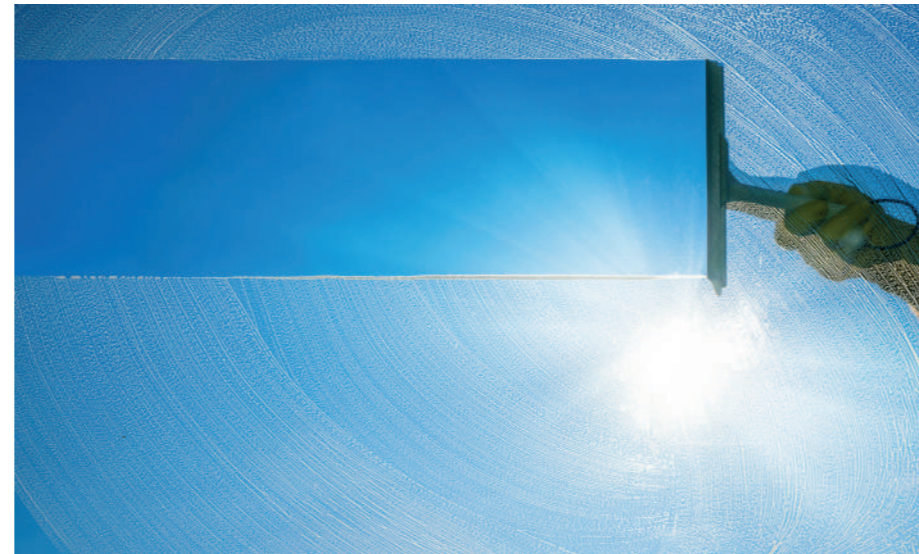
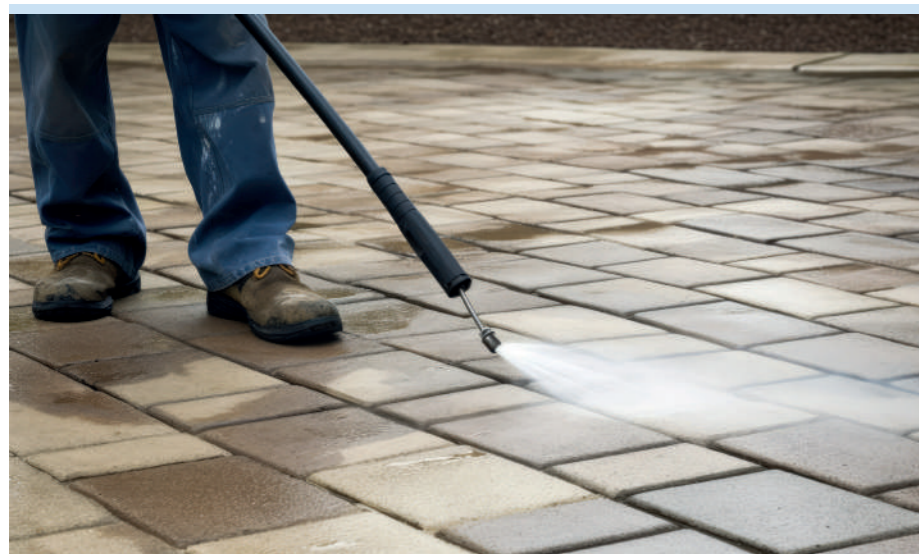
WINDOW CLEANING

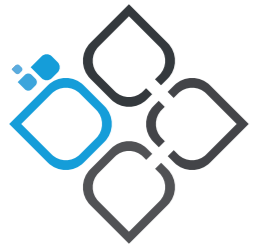
The state of windows says a lot about a business, and we partner with experts who employ a range of techniques to suit every requirement.



KITCHEN CLEANING

When it comes to food hygienic there is no room for compromise, and we are a partner of choice for those who do not settle for second best.





WHAT WE CARE ABOUT

The Bee Services leadership team has worked with an expert to identify our personal values and ensure they are aligned with those of our business so that we are all striving towards common goals. We have used this insight to create the following statements:



PURPOSE STATEMENT

Our purpose is to elevate standards of cleanliness and customer satisfaction in our industry while enriching our environment. We are dedicated to creating value through responsible practices, superior customer service, and a commitment to growth and diversity.



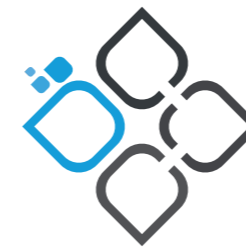
MISSION STATEMENT

We are leaders in our industry with purpose and shared values, prioritising customer happiness, employee fulfilment, and environmental stewardship. We provide customised, high-quality solutions that reflect our core values of integrity, diversity, and excellence.



VISION STATEMENT

Our vision is to achieve success as the industry leader in ethical practices and environmental responsibility. We strive to be at the forefront of creating vibrant, healthy spaces for all, driven by our values of excellence, transparency, and trust.



OUR VALUES



EXCELLENCE IN EVERY ACTION

Our relentless pursuit of excellence ensures that every service and interaction is delivered to the highest standard, reflecting our dedication to quality, cleanliness, and operational perfection.



CUSTOMISED SOLUTIONS, PERSONALISED EXPERIENCE

We listen, adapt, and innovate to meet unique customer needs, ensuring our services are as flexible and responsive as our clients require.



BEYOND EXPECTATIONS

Our commitment to exceptional customer service is unwavering; we strive to exceed expectations through every engagement, fostering trust and satisfaction.



EMBRACING OPENNESS, FOSTERING TRUST

Our dedication to transparency and honesty in all dealings fosters trusted relationships with clients, partners, and our team, ensuring long-lasting connections and mutual respect.



OUR SUSTAINABILITY JOURNEY

The facilities management sector is under increasing pressure to develop and demonstrate its sustainability credentials, whether it be from customers, regulators or employees. As the impacts of climate change become ever more apparent, the onus is on driving decarbonisation. At the same time, biodiversity loss is forcing people to place greater emphasis on environmental stewardship.

Businesses large and small have a responsibility to play their part in helping secure a more sustainable future. That not only means devising strategies that help meet Net Zero targets but finding ways of being net positive and having positive impacts on people and planet.

At Bee Services we want to take the lead in charting a different course. We understand that improving our sustainability credentials is not just a question of morals – it makes business sense. Reducing waste, driving efficiencies and making choices more aligned with the values of our stakeholders will help us build resilience and secure competitive advantage. By developing sustainability strategy, we have the opportunity to be a force for good and influence our wider value chain and sector to embed best practice.

As we embark on that journey, we are aligning our interventions with the United Nations Sustainable Development Goals (SDGs). The SDGs were launched in 2015 as a framework to transform our world by 2030 and are made up of 17 global goals covering a range of issues seeking to end poverty, fight injustice, and tackle climate change. They will inform our actions and will be referred to throughout the document



DECARBONISATION



To understand our impact on the environment and society, we need to first understand our carbon footprint. This means measuring the levels of greenhouse gas (GHG) emissions generated by our business and our wider value chain.

We are working with the team at Wylde Connections to establish our baseline emissions. This will provide us with a benchmark for measuring the success of future carbon interventions and is a prerequisite to reducing emissions. Calculations incorporate the three scopes defined by the Greenhouse Gas Protocol.

Our intention is to calculate our baseline emissions for our financial reporting year running from April 1st 2024 to March 31st 2025. We are currently collecting data across a range of categories including electricity and gas usage, employee commuting and business travel. We are also putting processes in place to ensure we are collecting the right data of the right quality.

We have already started to identify areas where we can reduce our emissions by switching our vehicle fleet from fossil fuel vehicles to electric and hybrid models. We currently use two fully electric and two hybrid vehicles, with plans to further expand this fleet by changing two additional vehicles to at least hybrids in 2025.

The insight we gain from establishing our baseline will be used to develop our Carbon Reduction Strategy. It will highlight where our emissions hotspots lie so that we know where to focus our efforts. We will report on our progress in our annual sustainability reports.

RESOURCE MANAGEMENT



Responsible resource management is a core component of any robust sustainability strategy. Businesses must place greater value on resources, exploring ways to reduce consumption and promote circularity. That way we can challenge the linear model of take – make – use – discard and play our part in keeping resources in the value chain.

The commercial cleaning sector is very energy and water intensive. Although much of the focus is on energy efficiency, reducing water consumption is also key to sustainable practice. According to research by Kingfisher which used data from water companies and the Environment Agency, London and the South East could experience severe water stress as early as 2030. This means that demand is exceeding available supply.

In response we plan to replace our current equipment with more energy and water-efficient alternatives to ensure that we can continue to provide the best quality service for our customers, whilst also helping customers reduce consumption.

In addition, we provide our clients with a waste management service through a partnership with contractor First Mile. First Mile offers a series of recycling, waste, and circular economy services. We plan to provide our clients with a greater range of waste recycling streams to improve the amount of waste recovered and retained within the loop.



OUR PEOPLE



Having a positive social impact is very important to the Bee Services leadership team and that starts with our staff. They are what drives our success and, in a sector where employees are too often undervalued, we are determined to do things differently.

We are an inclusive employer and are proud that our dedicated workforce consists of 40 different nationalities. Having a diverse workforce is a key asset bringing with it a range of backgrounds, experiences and skillsets. 57% of our cleaning operatives are female, our area manager team has a 50/50 split, whilst 75% of our shareholders are female.

We want to ensure that our people receive fair remuneration. In April 2023 Bee Services became an accredited Living Wage employer and we encourage all our clients to pay the rate. The Real Living Wage is a voluntary rate of pay in the UK that reflects the true cost of living, as calculated annually by the Living Wage Foundation. It is distinct from the National Living Wage and applies to all workers from the age of 18.

The hourly rate currently stands at £13.85 in London and £12.60 for the rest of the UK, affecting the wages of around 500,000 workers. Not only does that pay rate support our sustainability efforts by enabling people to meet the true cost of living but it helps attract and retain the best talent in a very competitive recruitment market. To date, 40% of our customers are paying the rate and we want to persuade more to do so in the coming months.

TRAINING AND HEALTH AND SAFETY



We are consistently providing our workforce with the opportunity for continuous professional development. Our newly hired staff go through a robust induction programme to ensure they have the knowledge and skills they need to deliver the quality service that makes our business an industry leader.

We recognise the importance of providing ongoing opportunities to develop skillsets and build and refresh existing knowledge. Each Bee Services employee completes a refresher programme on an annual basis, with our full-time staff completing around 20 hours of training per year and our part-time staff completing approximately 10 hours.

Our staff induction programme incorporates a range of health and safety issues, and refresher training is undertaken on an annual basis. Employees are briefed on policies, codes of practice, security and fire, and are given instructions on the use of cleaning materials and equipment.

We are certified for OHSAS 18001. The internationally recognised standard for Occupational Health and Safety, provides a framework for organisations to accomplish efficient and effective management of health and safety in the workplace. We have created a culture of vigilance in which everyone understands their responsibility to abide by procedures, act on concerns and take responsibility for their actions. We are proud to report that over the last 12 months we have recorded zero incidents or minor injuries.



SUPPORTING GOOD CAUSES

Our commitment to having a positive social impact extends beyond our own workforce. We are proud to support a variety of charities and organisations committed to enriching people's lives. Bee Services has been supporting the Polio and Children in Need charity since 2010. We make monthly donations that contribute towards the education of four children who suffer from polio.

In addition, we have started to sponsor three guide dogs from 2024 and make annual donations to the Royal National Institute of Blind People and the Loomba Foundation.

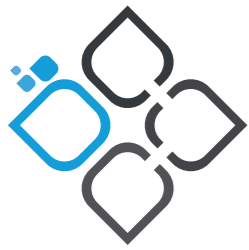


BIODIVERSITY



It is important that we not only support good causes that help improve the lives of people but are also mindful of the plight faced by the planet's other species. We have been financially contributing to the Bumblebee Conservation Trust for 2 years. The organisation is the only UK charity dedicated to conserving bumblebees and works across the UK inspiring everyone to help conserve and protect this precious species.

Throughout this process, we understand the need to embrace sustainability in its widest sense. Part of that means recognising that environmental impact is about more than reducing emissions to meet Net Zero. According to the Biodiversity Intactness Index, the UK is in the bottom 10% of countries in the world for biodiversity. We want to play our part in placing greater value on nature and want to find ways of helping it thrive.

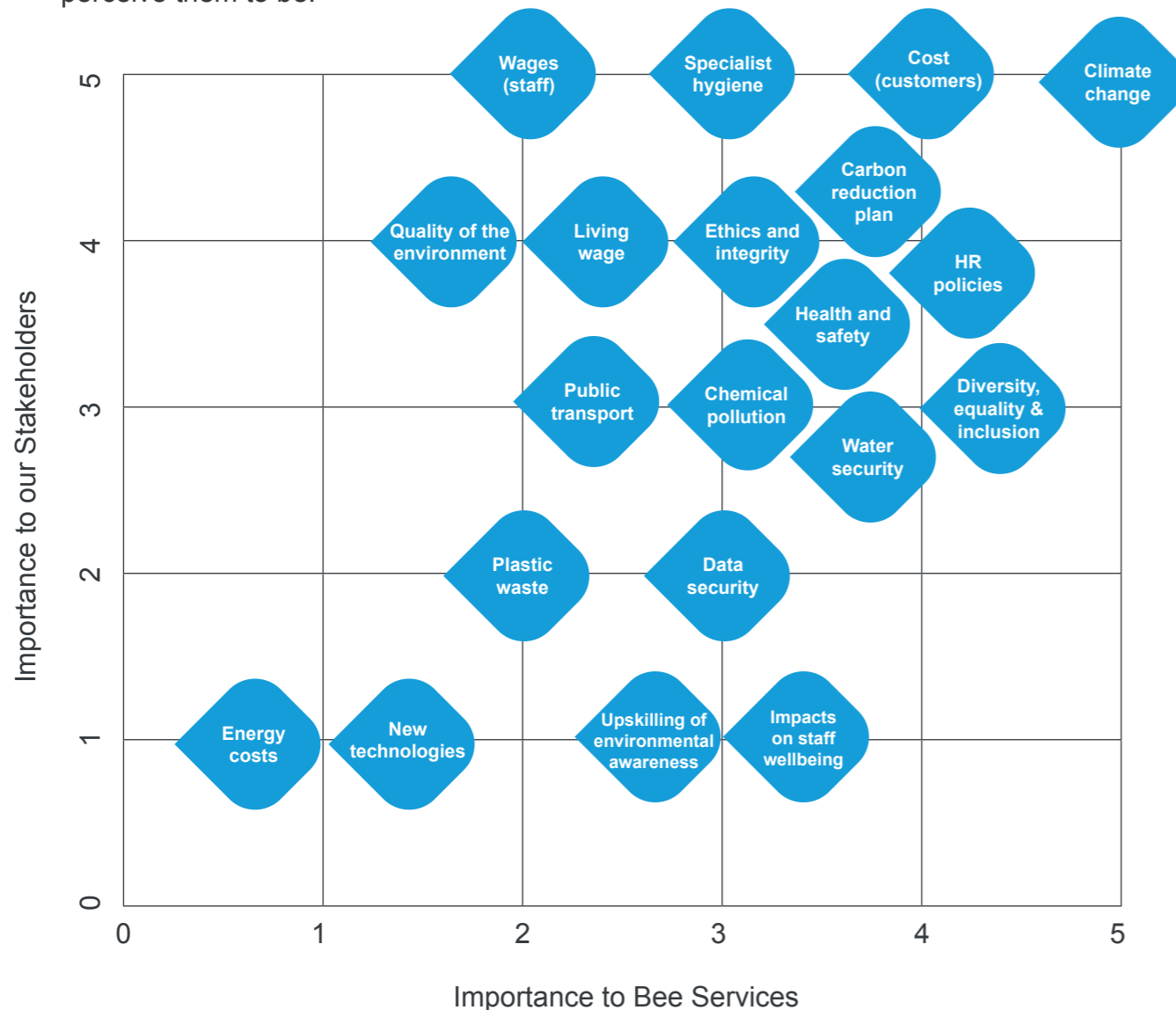


MATERIALITY ASSESSMENT

We have conducted a materiality assessment to prioritise our resources so that we can focus on the most important (material) sustainability issues to both Bee Services and our stakeholders. We need to understand their needs and concerns to ensure they are aligned with our interventions.

We looked at various issues that could face our business and our stakeholders. We scored them from 1-5 in terms of how much they are likely to impact us financially, and how they will impact our various stakeholder groups, the environment and wider society.

We made assumptions in relation to our stakeholders due to a lack of capacity and resources to fully engage with the different groups. As we embed sustainability throughout our business, we will continue to conduct a materiality assessment annually, with a plan to engage with various stakeholders on how issues may impact them and how important they perceive them to be.



CLIMATE CHANGE



Climate change is leading to the increased frequency and ferocity of extreme weather events such as heat waves and floods. These are likely to affect our business and our stakeholders as they prevent staff from commuting, could damage premises and increase the risk of accidents at work.



CARBON REDUCTION PLANNING



This ties in with climate change and reducing our negative impacts. Customers are increasingly asking about our emissions and how we are addressing them. We plan to complete our baseline GHG emissions report for this current financial year 2024/25 and will develop our carbon reduction plan in 2025.

COSTS

It is vitally important that we are competitive in terms of cost without compromising on value. It is important for our customers as they look to improve their margins.



HR POLICIES



With a new Labour government in power, we anticipate that new legislation like the proposed Employment Rights Bill will have a major impact on HR. This will impact us financially as we try and navigate new requirements by reassessing policies and training. We can take advantage of this by focusing on becoming an employer of choice through positive interventions. This issue is also important to our stakeholders, especially our staff, by providing greater job security and employment rights.

HEALTH AND SAFETY



We place great importance on the health and safety of our workforce. We are proud of recording zero incidents, accidents or injuries over the last 12 months. It is important to our staff as they have the right to work in a safe workplace and to customers as we help them maintain safer and healthier spaces.



WATER SECURITY



Although we do not use high levels of water in our offices, the nature of our services require high levels of water usage. We are aware of the potential for water stress in London to impact on our service delivery. It is slightly important to stakeholders as they will feel the impacts of water stress and reduced availability in the region, potentially leading to droughts and hosepipe bans.



ROAD MAP

PAST



1984
Bee Services
established



2010
Started supporting Polio
& Children in Need



2022
Developed Sustainability
Strategy



2023
Signed up to the Living
Wage Foundation

FUTURE



2025
Calculate baseline
GHG emissions



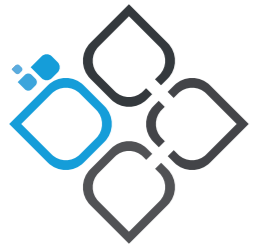
2025
Achieve 50% of
employees paid
Real Living Wage



2025
Train management
on sustainability
awareness



2026
Set Net Zero targets
and develop Carbon
Reduction Plan



LOOKING TO THE FUTURE

A key priority for our business is to now calculate our baseline emissions for the reporting year 2024/2025. This is the next stage in our sustainability journey and will give us invaluable insight into our environmental impacts.

Once this exercise is complete and validated, we will be in a position to set our Net Zero target and develop a robust carbon reduction plan. It will set out the interventions needed to drive decarbonisation and meet our goals.

As we continue on our sustainability journey it is important that we are transparent in communicating progress. We therefore intend to develop a comprehensive stakeholder engagement strategy to ensure that we have buy in from key groups such as customers, suppliers and employees. We want to gauge people's understanding of key sustainability issues and help educate them so that they can support our work.

Other priorities include transitioning to using cleaning products that achieve the same results with a smaller environmental footprint. At the same time, we will maximise our positive impacts on nature and society by giving staff the opportunity to volunteer for charitable and community projects. We want everyone to be part of our transition and have a role in securing better outcomes for all.



FORGING A NEW PATH

Bee Services is setting a new standard for the commercial cleaning sector by prioritising sustainability and social impact in their operations. Their ISO 14001 accreditation demonstrates a commitment to robust environmental management, while their dedication to fair employment practices, such as avoiding zero-hours contracts and championing the Real Living Wage, underscores their focus on creating a positive social footprint. By supporting staff development and fostering an inclusive workplace, Bee Services is putting people at the heart of their sustainability strategy.

2025 marks an important milestone as Bee Services implements their action plan to strengthen their social and environmental performance. This includes enhancing employee engagement, delivering training programmes to upskill their workforce, and collaborating with clients to explore responsible waste management practices. These initiatives are central to their sustainability road map approach, which supports continuous improvement and measurable progress.

Bee Services' leadership in embedding social responsibility into their business operations sets them apart in the facilities management sector. By demonstrating how impactful change can be achieved through social values and meaningful actions, they are inspiring others to follow suit. Their strategy exemplifies how businesses can balance commercial success with a commitment to driving positive outcomes for both people and the planet.

At Wylde, we are excited to be working alongside Bee Services on their sustainability journey. Their commitment to embedding ESG principles and demonstrating their credentials sets a powerful example for the sector. We look forward to supporting them in achieving their goals and delivering meaningful outcomes that benefit their business, their stakeholders, and the wider community.

Denise Taylor, Managing Director of Wylde Connections

Come on board

Work with us to make the right impression and secure more sustainable outcomes. Talk to our team today.

Call 0203 011 4670 or email info@beeservices.co.uk.



0203 011 4670
info@beeservices.co.uk