



Impact Report 2023



From Day #1, we agreed on a few fundamental rules for our London-based commercial cleaning company.

Having spent over a decade in the cleaning service industry we were done with an industry - ironically focused on cleanliness but riddled with greenwashing - making sustainable promises with no fundamental action or backing.

We wanted to set a new Gold Standard in ethical, sustainable commercial cleaning; to be the market leader in cleaning excellence, ethics, transparency and good governance. And 5 years on we're thrilled to have the proof that we're walking the walk, as the UK's highest scoring B Corp certified sustainable and ethical cleaning company; servicing over 80 customers across the capital.

From a standing start to a turnover of over £4 million in 5 years, we've grown at an incredible pace thanks to our well-trained and highly motivated team. But we're not just about achievement and hard work, we look after and listen to staff, clients and those around us. We are proud to create a kind, caring and safe space, where everyone feels heard and valued.

Our first B Corp Impact Report will outline the projects we've nurtured over the last 5 years; including our achievements towards Net Zero, our work on reducing carbon per employee, our beehive adoption programme, reforestation initiatives and our plans for the years ahead.

We believe business is NOT about size and costs, but about doing business the right way; positively and successfully being an example to others.



*Louis & Daniella Beaumont,
Founders of Hive Cleaning Ltd*

And our clients, suppliers and employees love it!



Hive Wood
Est 2023



What we do...

We're a commercial cleaning company built on tangible sustainable and ethical principles, measuring our success by our people, the clients we attract, how we treat the planet, one another, and our profit.

HIVE Principles:

Immaculate
Cleaning

Motivated
and Valued Staff

Comprehensive
Carbon Reduction Strategies

Innovative
Green Technologies

Engaged
Stakeholders

Transparent
Governance

From the outset HIVE vowed to...

- **PAY ALL** employees the London Living Wage or above
- **ONLY** use non-toxic cleaning materials and products
- **FOCUS** on reducing our carbon footprint
- **BE** positive contributors to the environment
- **BE TRANSPARENT**; in everything we do, from quotations through to ESG reporting
- Work with **HONESTY AND INTEGRITY**
- Work with partners who share our **PASSION FOR THE ENVIRONMENT**



Proud To Be B Corp

“B-Corp for me was the most significant certification we could ever attain, as it independently showcases the truth about our business and the way it is operated. In a world where greenwashing is rife, it was important to clearly demonstrate that we were different.

B Corp is regarded as the Gold Standard, and their values align so closely to our own that it was a natural choice.

It is critical that we change the perceptions of the cleaning industry in the eyes of the world, and B Corp is hugely important in helping do this. People and Planet before Profit!”

Louis Beaumont (MD Hive Cleaning)



It felt the most natural step for Hive Cleaning to become B Corp certified, joining the growing number of people determined to use business as a force for good. We were ecstatic to learn we had achieved the Highest Impact Score among all UK cleaning and facilities companies – 108.5 – but we know the hard work has only just begun!

We aim to continually develop and improve. Our goal is to nudge up our B Corp score even higher every 3 years.

Overall B Impact Score

Hive Cleaning 108.5
Industry Average 81.1



Governance

Hive Cleaning 14
Industry Average 7.14



Workers

Hive Cleaning 18.3
Industry Average 16.5



Community

Hive Cleaning 43
Industry Average 20.8



Environment

Hive Cleaning 31.2
Industry Average 14.4



Customers

Hive Cleaning 1.9
Industry Average 1.7



SDG Score

Hive Cleaning 39.8
Industry Average 29.2



Our 3 Major Challenges...

Climate
Change

Chemicals
in Cleaning
Products

Working
Conditions,
Prospects
& Pay

Challenge 1: Climate Change

If CO2 emissions continue unchecked then we can expect the earth to warm by a further 2.6 - 4.8°C by the end of the century, posing serious threat to society and the natural world. To keep global warming to no more than 1.5°C – as called for in the Paris Agreement – emissions need to be reduced by 45% by 2030 and reach net zero by 2050.

(Source: The United Nations)

*“The world is watching –
and the planet can’t wait”*

UN Ambition Summit (20 Sept 23)

NET ZERO – THE GOAL

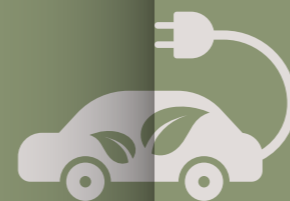
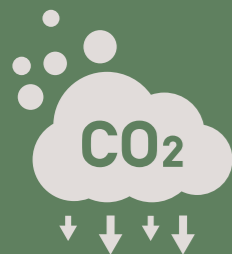
THE GOAL: Net Zero in Scopes 1, 2 and 3

We have been measuring Scopes 1, 2 and 3 carbon emissions since we began in 2017. We’ve already achieved Net Zero in Scopes 1 and 2 and are on track for Net Zero in Scope 3 by 2025.

Net Zero in Scopes 1 & 2

We recognised early on, the importance of sustainable changes which have positive and long-lasting environmental impact.

NET ZERO





ELECTRIC FLEET (Scope 1)

We invested in our electric fleet from the start, purchasing our first vehicle in 2018 and continuing to maintain a policy of 100% electric. Our office and cleaning staff consistently use only electric and/or public transport for business miles.

Hive vehicles are charged on-site using renewable (solar, wind, hydro) energy and we regularly audit vehicle journeys to ensure travel efficiency.

Drivers are trained in route planning and how to drive economically to keep business miles efficient.

RESULT:
0.2 tCO₂



TURNOVER v EMISSIONS

As a growing business, it is inevitable that our emissions will be affected by business growth. Therefore we measure our total emissions in terms of intensity – i.e. tonnes of CO₂ per £000 of turnover.

Between 2017 and 2022 we reduced our emissions per £000 of turnover by 90%

RESULT:
90%
REDUCTION



GAS (Scope 1)

Since 2017, we have continuously implemented actions to reduce gas consumption in Hive HQ.

Despite the number of people in the office growing, we halved our gas consumption and emissions from 4.94 tCO₂ (in 2017) to 2.26 tCO₂ in 2022.

Eradicating all HIVE gas use in Q2 2023.

RESULT:
2.26 tCO₂

DOWN 55%

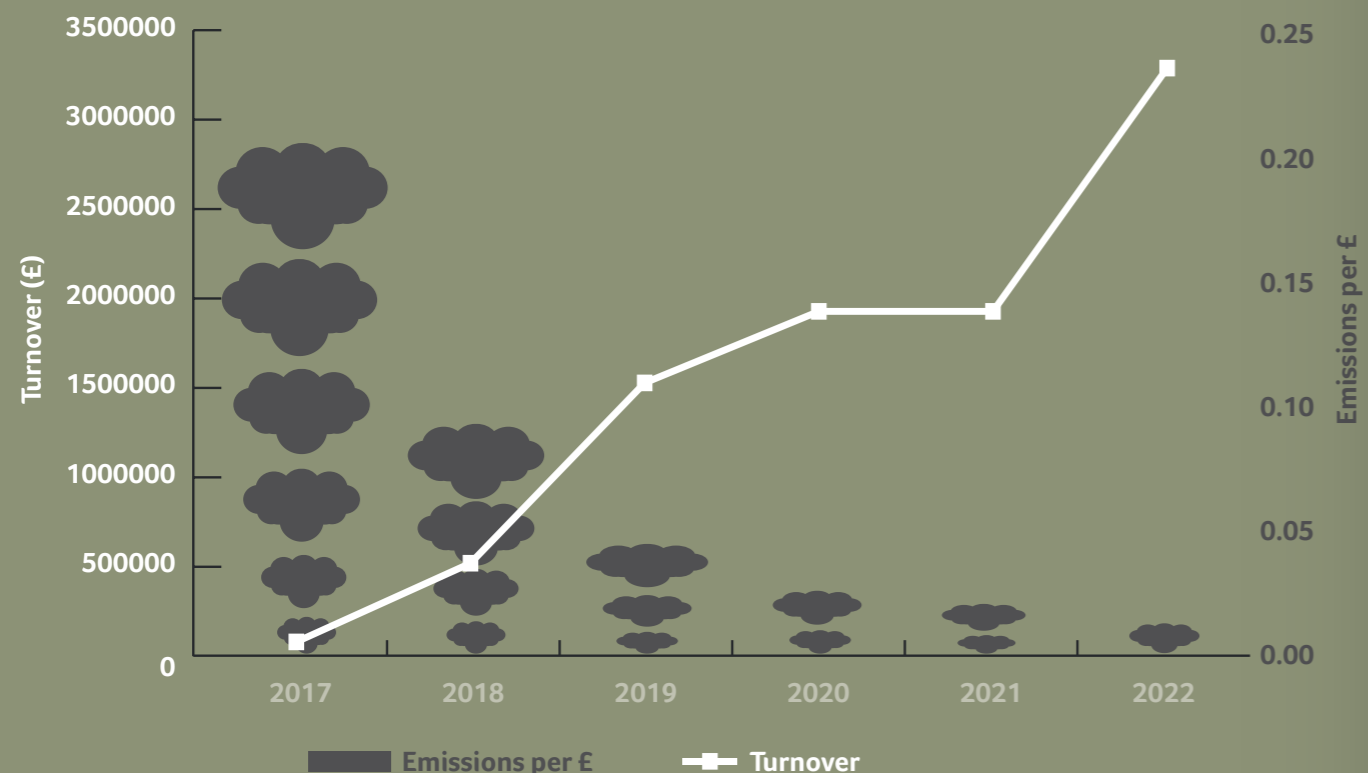


ELECTRICITY (Scope 2)

Yes, we've only used renewable energy (solar, wind, tidal) since 2017 and we encourage our stakeholders to do the same, rewarding home workers who opt for renewable providers.

RESULT:
0 tCO₂

NET ZERO



- We're always thinking up and implementing ways to save electricity;
- Installing sensor lights in the office
 - Purchasing energy efficient equipment
 - Sending fewer emails
 - Power management functions such as sleep mode on printers
 - Offsite cloud-based data centre



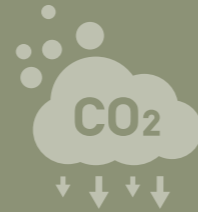
BUSINESS TRAVEL & ACCOMMODATION (Scope 3).

All supplier or non-client facing meetings are conducted online so we keep our travel mileage (all electric) as low as possible.

As a result we had no emissions in the business travel and accommodation category in 2022.



NET ZERO



COMMUTING (Scope 3)

All Hive staff use only public transport, cycle or walk to work.

We match employees with client locations to reduce business miles, which we regularly audit to minimise the commute, saving time for staff and generating fewer emissions.

And we promote flexible and remote working, reducing the commute for employees at Hive HQ.



ABSOLUTE MINIMUM

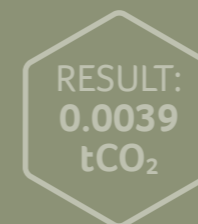


WATER (Scope 3)

Our water consumption has reduced thanks to water savers, reduced flushing cisterns and improved plumbing.

We run dishwashers on eco settings and only when full.

We have also introduced signage to remind everyone to turn off taps when not in use.



55% REDUCTION



WASTE (Scope 3)

Zero landfill company.

We generate minimal waste and recycle 90% of all waste generated in HIVE HQ.

The remaining 10% goes to create energy from waste.



ABSOLUTE MINIMUM



PlanetMark

Planet Mark Certification

We're proud to be certified for the 5th consecutive year, achieving Carbon Reduction per employee from 0.5tCO2 to 0.3tCO2.



60% REDUCTION



PURCHASES (Scope 3)

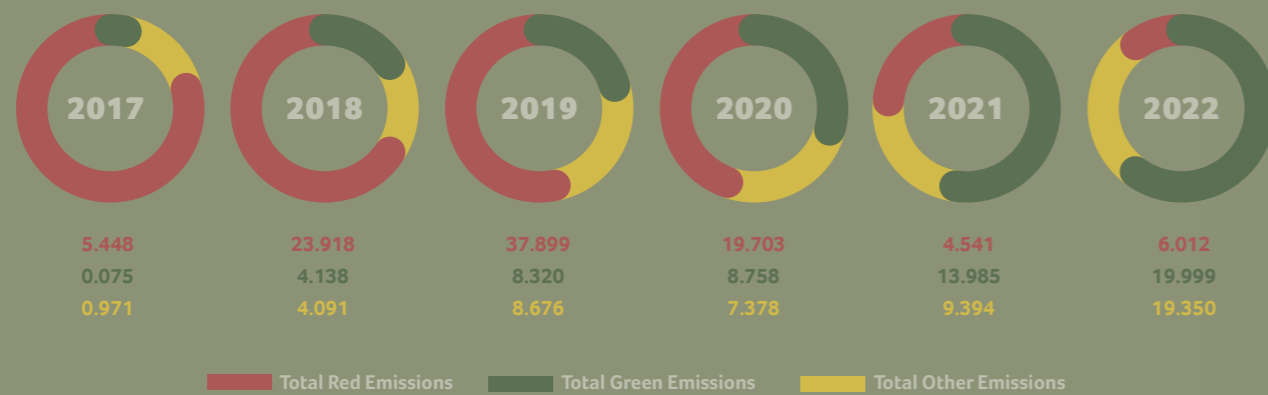
We've been tracking and measuring all Hive cleaning purchases since 2017 using the Spend-based Methodology to identify the most sustainable value for money. Dividing every purchase into 3 groups according to their sustainability (emissions, materials used, toxicity, ability to extend useful life, end of life impact & producer's accreditation & ethics) and colour coding them Red, Amber, Green.

To reflect their impact in relation to cost, each purchasing group's carbon footprint is weighted differently.

AIM: to increase our green/low carbon/ethical purchases.

RESULT:
0.0000138
tCO₂
PER €

BREAKDOWN OF EMISSIONS (tCO₂) BASED ON THEIR CARBON FOOTPRINT



REDUCTION CONTINUES

FUTURE REPORTING...

As carbon reporting improves year on year, with better legislation and better guidelines, we are acutely aware of the constant need to reassess and improve our own methodologies.

This year we move to Activity-based Carbon Calculations in partnership with The Planet Mark and our upstream and downstream stakeholders, giving us even more accurate data for our Scope 3 emissions for the year ahead.

OUR WIDER IMPACT

REFORESTATION, REWILDING AND HEDGEROW RESTORATION

We were lucky enough to acquire 6 acres of meadowland in Devon which we're returning to traditional broadleaf forest.

The "Hive Wood" will:

- Remove Carbon Dioxide from the atmosphere
- Enhance biodiversity by attracting insects, bees and woodland wildlife
- Restore the natural habitat
- Improve the natural beauty of the surrounding area



Challenge 2: Chemicals in Cleaning Products

BAD FOR HUMANS...

Keeping working areas hygienically clean is imperative for employee and customer health; as we've seen during and post-pandemic.

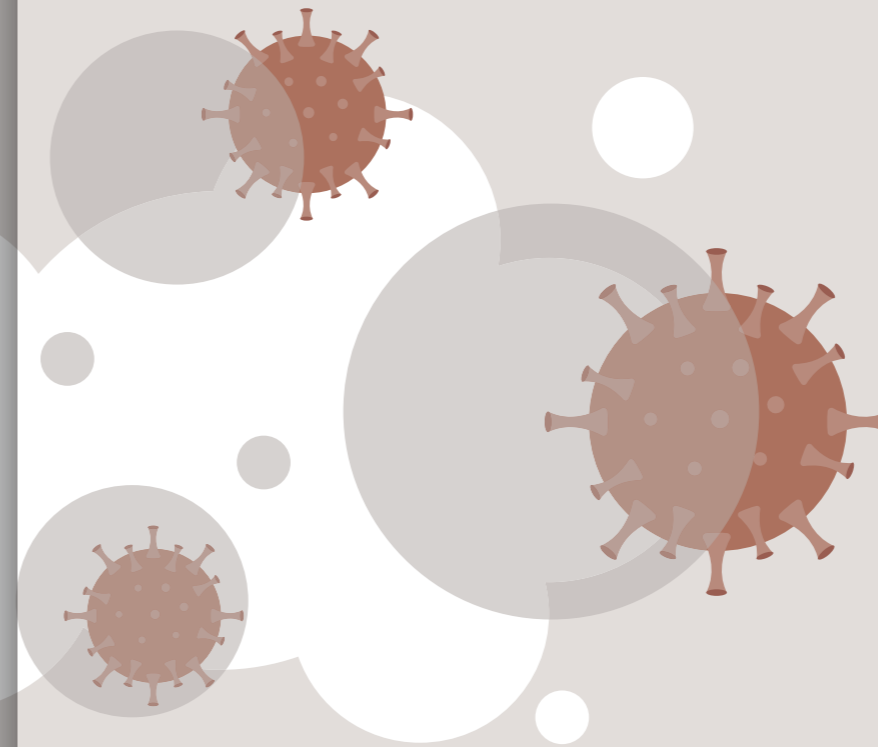
Thorough commercial cleaning can reduce the risk of employee absenteeism due to sickness by as much as 80%. (Source: Jan-pro.com stats)

But research shows common cleaning products can harm your health too. Many products like bleach and all-purpose cleaners can be toxic and corrosive containing; **phosphates, chlorine, ammonia and carcinogenic compounds**, which can cause skin and eye irritation, breathing difficulties and even cancer.



Volatile Organic Compounds (VOCs) are chemicals found in thousands of everyday household items including; paint, varnish and cleaning products.

Their vapors disperse into the air, sometimes lurking long after a well-intentioned cleaner has left (especially in poorly ventilated spaces) and can cause a variety of health issues and impact indoor air quality.



The process of manufacturing these chemicals is often very harmful to the environment too and when finished with, the products they inhabit can end up in our water system, damaging aquatic organisms and upsetting the natural balance of our environment.



TOUCAN ECO

We use Toucan Eco, a revolutionary eco-friendly system that creates a powerful disinfectant cleaning solution from water, salt and electricity. Proven to kill up to 99.999% of germs.

“Hypochlorous acid is one of the main ingredients when the salt water is electrolysed by Toucan Eco, it is non-toxic, safe for us and aquatic life and a real game changer for the cleaning industry.”

Louis Beaumont, MD Hive

We set up Toucan machines on every site and with just a tub of salt it can last them years, providing 90% of their cleaning solutions on site, including multi-surface, anti-viral disinfectants, and aqueous floor cleaning products.

Reducing use of chemicals and single-use plastic

Zero chemical miles

100% non-toxic

No hyper allergenic issues

Powerful disinfectant

A spotless clean



IN READY TO USE CHEMICALS



PLASTIC BOTTLES HEADED TO LANDFILL



REDUCING PLASTIC

By using Toucan Eco reusable cleaning systems and providing all new clients with low-carbon soap and hand cream in reusable 100% recycled glass bottles, we've massively reduced waste plastic.



FEWER PLASTIC HAND SOAP BOTTLES HEADED TO LANDFILL



PLASTIC ZERO

In 2020 we attained Plastic Zero status through the Plastic Bank Scheme to remove plastic waste from the North Atlantic garbage patch.

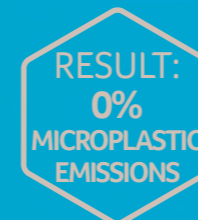


THE EQUIVALENT OF 50,000 X 500ML SINGLE-USE PLASTIC BOTTLES WERE OFFSET FROM OUR SEAS IN 2023.

OTHER PLANET KIND PRODUCTS WE USE...

- **iMops:** 100% chemical free, 4 x less water than conventional mop/bucket
- **Seep Dishwashing Sponge Scourers:** 100% plastic free, compostable, climate positive
- **&Sister Products:** Eco-friendly, organic, plastic-free, sustainable period care
- **Greenspeed Microfibre Cloth:** high quality, virtually no microplastic emissions
- **Pink Stuff:** Non-toxic natural abrasive paste for removing stubborn stains from metal and hard surfaces

PROUD TO USE
100% NON-TOXIC



Challenge 3: Working Conditions, Prospects & Pay

The UK's commercial cleaning sector has a reputation for being an under-paid, overworked, and under-valued sector with cleaners working multiple jobs and extended hours just to get by.

Add to that the pressures of the Cost-of-Living crisis and the sharp rise in living costs in London and you've got an industry doing little to attract, nurture and retain the very talent it seeks.

Since the outbreak of Covid, demand for office cleaning has increased, however cleaning tenders are often won on price, which means cleaning companies trying to deliver at the lowest possible price.

And the people who experience the greatest impact? Cleaners.

"We are facing unprecedented challenges with the cost-of-living crisis... We know the Living Wage is good for employers as well as workers, that's why the real Living Wage must continue to be at the heart of solutions to tackle the cost-of-living crisis."

Katherine Chapman, Living Wage Foundation Director

2023 - London Living Wage set to £13.15 per hour.

LOOKING AFTER OUR PEOPLE

It's important to us that our staff are happy and feel heard. So, we're committed to providing secure, well-paid jobs with prospects.

A fundamental priority for us is paying fair wages, providing excellent benefits, providing training opportunities, equal pay, job flexibility and robust worker health and safety practices.

"Great company to work for, with excellent training and support. A happy place to work. There is always someone available (from colleagues to senior management) if you require help or anything to carry out your tasks. Wages paid weekly and promptly every Friday and any queries are dealt with swiftly. I have really enjoyed working for Hive for the past 12 months."

Rob, (Professional Cleaner)





LONDON LIVING WAGE

In January 2023 we made it company policy to set our minimum company wage at 25p above the London Living Wage and we're constantly monitoring it to ensure our employees have a good quality of life.

It helps us to attract and retain the best talent in the city!



EQUALITY, DIVERSITY & INCLUSION

We are a predominantly female-led, ethnically diverse, and multi-lingual team. Our diversity makes us stronger and more effective.

Employees range from 17 – 70

26 nationalities

76% women

56% women in management

2 dogs (At least 40 of our customers have office dogs too!)

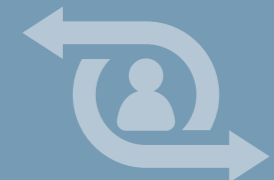
Contributing to the general wellbeing and fun atmosphere in the office.



UHUB TRAINING

A City & Guilds Accredited bespoke cleaning sector training and engagement platform. Delivering clear, practical teaching modules based on industry recognised best practice.

100% of our cleaners, supervisors and office staff complete it.



FLEXIBLE WORKING

We strive to be accommodating and environmentally conscious by minimising commutes and encouraging the use of public transport.

Matching staff home addresses with client's work addresses to find the best work site(s) for every employee. Contributing to staff wellbeing AND reducing our carbon footprint.



REWARD SCHEMES

We operate 2 reward schemes. 1st is based on employee learning, improvement and training and the 2nd based on positive quality audit reports.



TIGHT KNIT TEAMS

We keep our teams small, with 15 cleaners to each supervisor, and 2 supervisors to each area manager. Each supervisor is given a company mobile phone and there is always someone available to talk to the cleaners.



INTERNAL PROMOTION

Several cleaners who started as cleaners are now managers.

Area Manager Anita began her career with Hive as a cleaner.
“Her speed of response, communication and ensuring the building was cleaned to a very high standard is to be commended, her can-do attitude and the respect she showed. She often called in to ask if issues were dealt with to our satisfaction and then continued to monitor the cleaning standards and work with the team to make sure they maintained those standards.”

Fora (Client Feedback)



GUARANTEED HOURS

We don't offer zero hours contracts. We consistently offer our staff fixed hours, so they know the hours they're working, have stability and the reassurance of a regular wage.

Equal wages – no difference between genders



HIGHER THAN INDUSTRY AVERAGE STAFF RETENTION

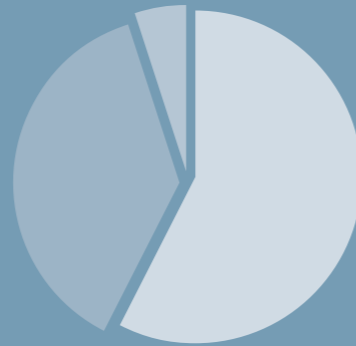
EMPLOYEE SURVEY RESULTS

GENERALLY YOU LIKE WORKING FOR HIVE CLEANING LTD



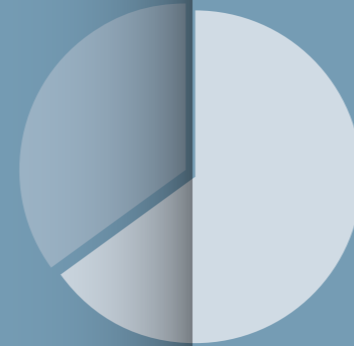
Strongly Agree: 60.00 % (24)
Agree: 40.00 % (16)

YOU FEEL SUPPORTED BY YOUR SUPERVISOR



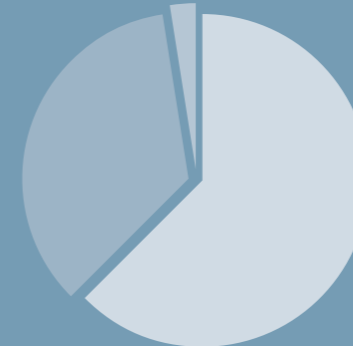
Strongly Agree: 57.50 % (23)
Agree: 37.50 % (15)
Neutral: 5.00 % (2)

YOU ARE GIVEN ENOUGH TRAINING TO DO YOUR WORK WELL



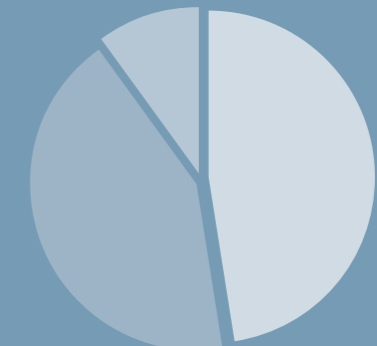
Strongly Agree: 65.00 % (26)
Agree: 35.00 % (14)

YOU LIKE THE FACT THAT HIVE ARE AN ECO FRIENDLY COMPANY



Strongly Agree: 62.50 % (25)
Agree: 35.00 % (14)
Neutral: 2.50 % (1)

YOU TRUST THAT HIVE TREATS ALL EMPLOYEES EQUALLY AND FAIRLY



Strongly Agree: 47.50 % (19)
Agree: 42.50 % (17)
Neutral: 10.00 % (4)

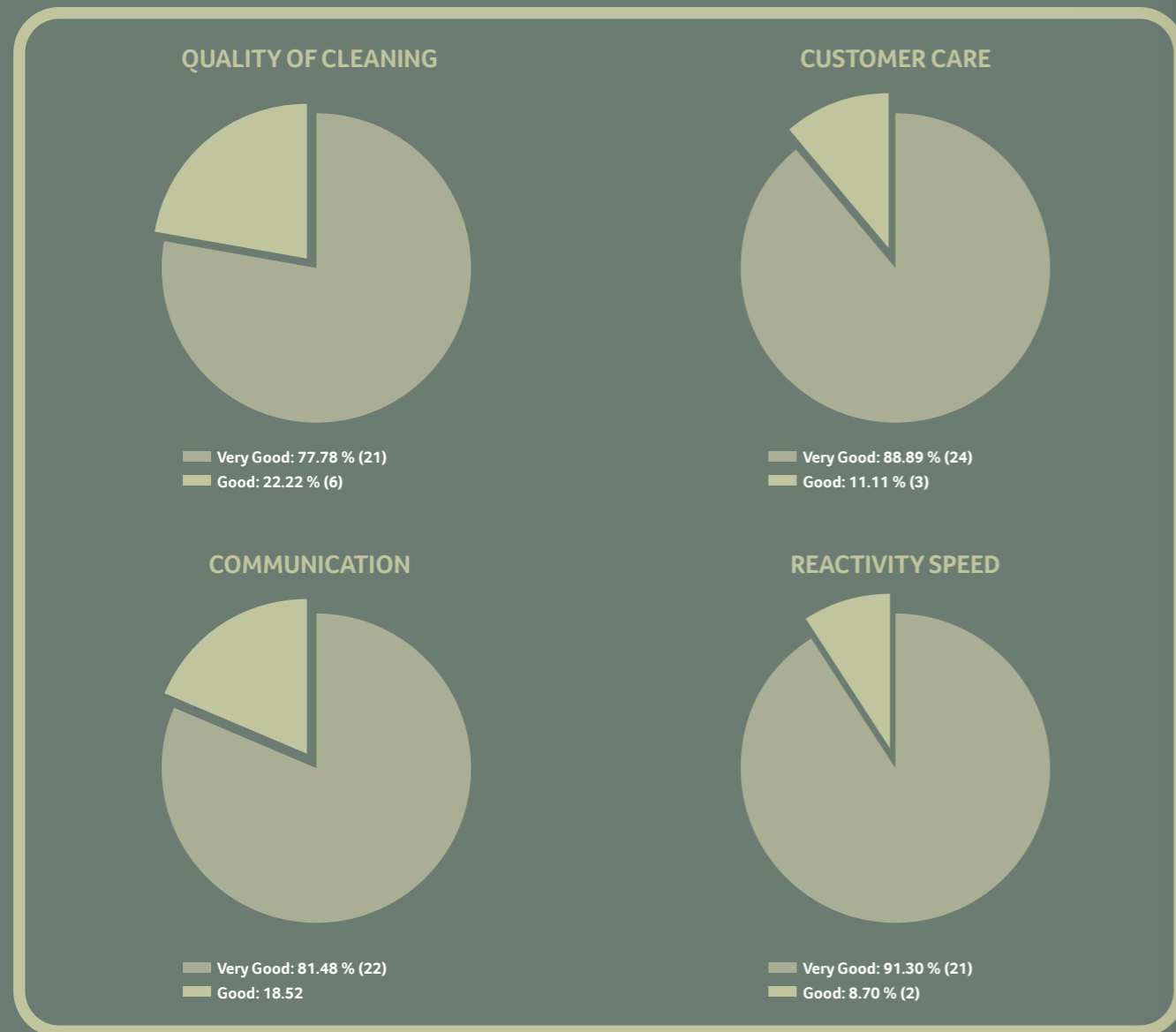
Working with Clients

We run sustainability workshops for clients to introduce them to greener cleaning practices, ensuring we influence their professional and personal sustainability decisions positively.

97% Client Retention

We asked all customers what they thought of Hive in 2023:

- 100% Customer Response & Customer Satisfaction
- The areas surveyed were:-
 1. Quality of Cleaning
 2. Customer Care
 3. Communication
 4. Reactivity / Response Speed



We Asked Clients...

“HOW CAN WE IMPROVE OUR SERVICE TO YOU?”

They said...

“The teams are great, always helpful and a part of our work family. Couldn’t ask for a better service.”

Epic Games UK

“I am very pleased with the current levels of service, even down to how tidy the cleaning cupboard is left! Good work all.”

The Nursery Research & Planning

“I would currently have no suggestions to make in this area. If anything, we could help you by clearing up after ourselves much better, around the office.”

Workman LLP

“Keep on doing what you do!”

Chorus Capital Management Ltd

“Hive Cleaning has made great steps in their sustainability journey, from sourcing their products to greening their business processes. Environmentalism is at the heart of what Hive Cleaning does, and it’s made clear to employees and customers alike.”

THE PLANET MARK

“Keep doing what you are doing. A fantastic team from the top to the bottom. We have a lot of trust in Hive and are fortunate to work together.”

Mother London



Working with Charities

We extend our sustainability efforts to our partner charities, including regular volunteering days for:

CANAL CLEANING

Being London-based, keeping London's canals clean is something we care deeply about. That's why, every year we spend a day on a boat cleaning the canal from Paddington to our HQ home in Camden.

SUPPORTING BIODIVERSITY

Each year we carry out various fundraising activities to help raise money for the Harper Asprey Wildlife Rescue Trust and have donated £2000 to them this year alone. The Harper Asprey Wildlife Trust is an emergency wildlife hospital that rescues, rehabilitates, and releases native wildlife.



**Harper Asprey
Wildlife Rescue**





Our Wider Impact



WE LOVE BEES!

HIVE BEES

Of course, we support bees, we're Hive!

Our most popular initiative is our urban bee scheme. We're committed to looking after urban pollinators and have over 36 hives across London and the home counties. We champion bee-education as a key supporter of Bee Urban, a social enterprise running education programmes in London's Kennington Park.

We also organise beekeeper experience days for customers, employees, and suppliers to aid useful discussion and engage our stakeholders in our sustainability journey. They love visiting the apiary, learning about beekeeping and the importance of pollinators and biodiversity, participating in the honey harvest, seeing their logos on beehives – and of course, taking home jars of delicious, sweet honey.

Bees are a barometer of the health of our planet!

Louis Beaumont,
Managing Director, Hive

Did you know every third mouthful you eat is thanks to bees!

Louis Beaumont,
Managing Director, Hive

RESULT:
HAPPY
BEES!

OVER 1 MILLION BEES NURTURED & PROTECTED, ENRICHING THE BIODIVERSITY OF LONDON.

RESULT:
250
VISITORS

250 VISITORS TO OUR BEEKEEPER EXPERIENCE DAYS IN 2023



The Buzz of Our Wider Community

We love our Fora Bee hives! So nice to work with a socially aware and sustainability driven cleaning company.

FORA



We had a fantastic day in the Apiary and loved seeing our own beehive doing so well, thank you so much for organising this for us and for looking after these wonderful creatures.

MAVEN



Wow, what an incredible morning we all had with Hive at Bee Urban yesterday! Thanks so much to you both and your wonderful teams for organising everything, you were fantastic hosts! The feedback has been brilliant, and all our team really enjoyed it.

It was amazing learning about the fascinating lives of bees and seeing the impressive work you all do, thank you for making it so interesting.

PLANET MARK

An amazing morning thanks Louis and team for the invitation to see our Beehive in action. It was a fascinating morning and we all really enjoyed it. You guys are amazing.

ILONA ROSE HOUSE – SOHO ESTATES



Our 2024 Goals



GOVERNANCE

Introduce Disability Awareness Training to teach staff how to work and communicate with customers with visible and invisible disabilities

Launch a sustainability training programme for 100% of the Hive team.



WORKERS

Continue to evolve our rewards structure and benefits for all workers

Continue to pay above the LLW and champion for others to follow

Implement a bi-annual staff feedback process and assess employees' satisfaction and happiness, aiming to outperform industry benchmarks.



ENVIRONMENT

Move to an ``Activity-Based`` method for Scope 3 Carbon Emissions measurement and continue our path to Net Zero with The Planet Mark

Increase biodiversity by planting 500 more trees and 400m of hedgerow



COMMUNITY

Grow our beehive colonies and increase support for community groups

Continue our beekeeper experience days for customers, employees and suppliers, increasing engagement to 300 people

Increase engagement with our annual tree planting to 30 people



CUSTOMERS

Implement a bi-annual customer feedback process and assess performance, aiming to maintain the current 100% customer satisfaction.

Thank you

Firstly, thank you for reading our first B Corp Impact Report.

Secondly, big thanks to our staff, customers and suppliers for collectively making HIVE an exceptional commercial cleaning company with the brightest green credentials!

We're very proud to be bucking the trend in the UK office cleaning industry and hope we've demonstrated to other commercial cleaning companies that it is possible (& incredibly gratifying) to maintain an exceptional cleaning service while being transparent, generous, ethical and planet focused.

Finally, thank you to our wider community of B Corp businesses who continue to inspire and inform us. There are greater things to come!



For more information, visit our website at hivecleaning.com
or email us on team@hivecleaning.com