



Environmental, Social and Governance (ESG) Impact Report 2024-25

Financial Year: 1st May 2024 - 30th April 2025

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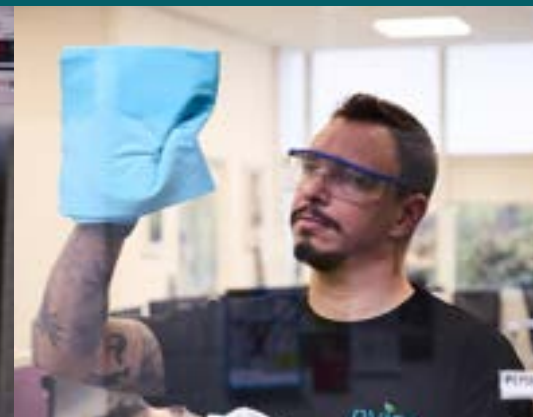
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1. Executive Summary

At Nviro, our focus is on fostering environments in which our colleagues, clients, and their communities can thrive. We achieve this by delivering clean, hygienic, and safe spaces for building occupants. The key to cultivating a thriving environment lies in offering a space that is visibly clean, proven to be hygienic, and feels safe for users. To enhance the wellbeing of those in our clients' buildings, it is essential we adopt a comprehensive approach that seamlessly combines these three elements, safeguarding the health of individuals and enhancing our organisation's reputation.

The foundation upon which our business sits are our Environmental, Social and Governance pillars (ESG). We constantly monitor our environmental impact, and

this report highlights our achievements to date and our ambitions to minimise this impact for the future. As a people centric business, it is equally crucial to consider our people before profit and to ensure we are thinking of ways to create Social Value at every touchpoint of the business.

To ensure we are accountable to the highest independently verified standards we hold a number of accreditations which we are hugely proud of. Furthermore, we go beyond the required verifications by having designated roles within the business that constantly monitor and report both micro and macro events back to the business, thus helping Nviro to communicate this across our colleague and customer base.



"I hope you enjoy reading our first ever Impact Report. As my role within the business shifts from being operationally accountable on a daily basis (Managing Director) to more of a strategic and support resource (Chief Executive), the emphasis for me now is to create as much value for our people and our planet and to leave a legacy that ensures we thrive in ANY environment."

Brian Warren (CEO)



"Nviro has a long-standing commitment to the communities where we operate. As the Managing Director, I take great pride in the dedication my team demonstrates every day to add value, share their expertise with clients and colleagues, and, importantly, grasp the challenges our industry encounters. They consistently develop solutions that benefit both our strategic goals and our customers."

Marc Goodey (Managing Director)

Our Strategic Anchors Model

Strategic Anchors

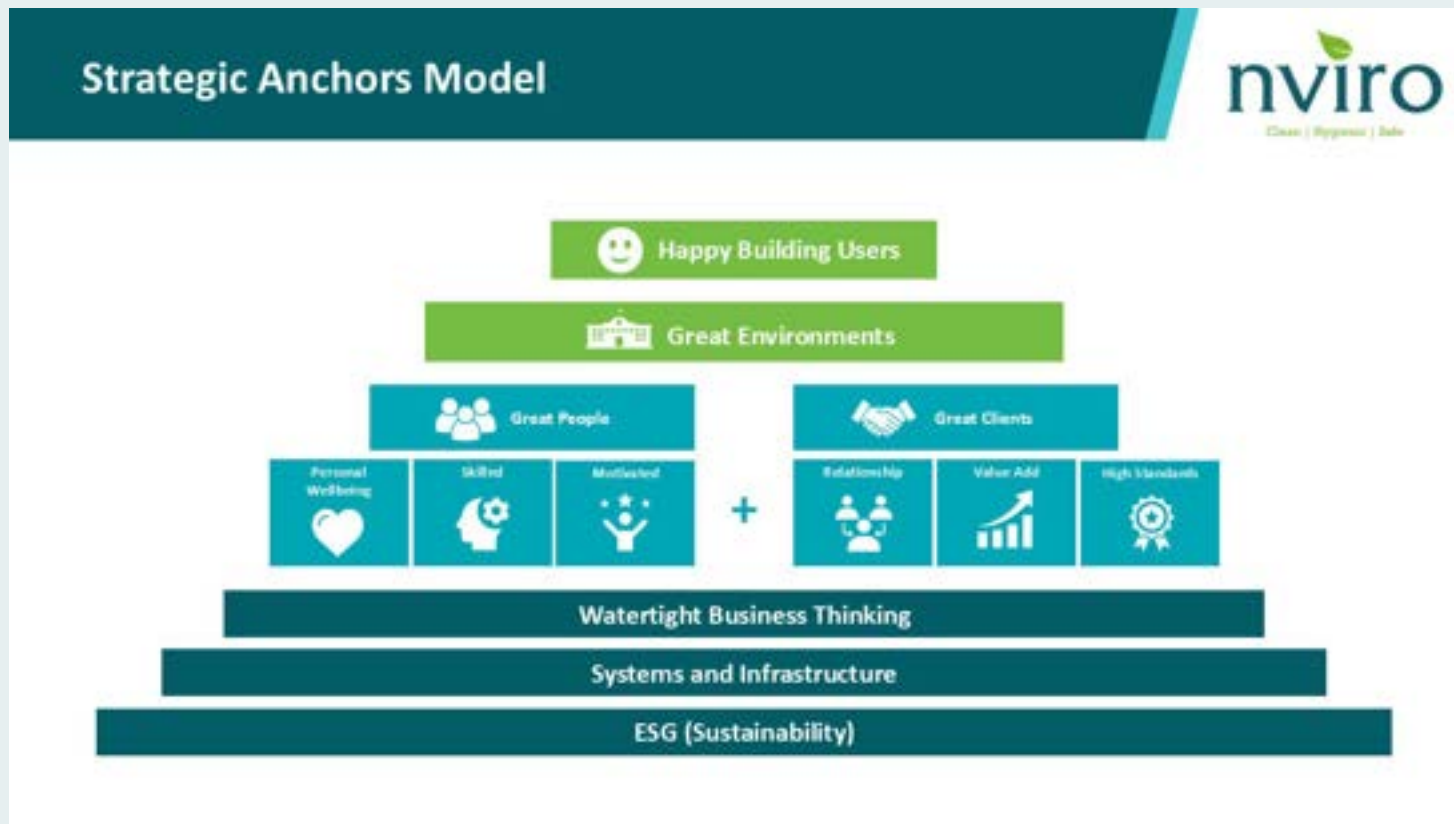
We make a difference in our communities by creating clean, hygienic and safe environments where buildings users can thrive. To deliver our Vision and Mission in providing clean, hygienic and safe environments, we have identified that a combination of Great Clients working collaboratively with Great People, are the strategic anchors to our success of delivering Great Environments. Our Support teams are the foundations that underpin our strategy and support our commitment to a Sustainable planet.

Great People

We are seen as an employer of choice attracting and retaining great people who can reach their professional and personal goals, are motivated, skilled, and have healthy levels of well-being. We believe that our people will look after our clients if we look after them.

Great Clients

We are regarded as trusted cleaning and hygiene experts, and strategic partners of choice. We will build long-standing partnerships, where we are valued for providing tailored, sustainable, and cost-effective clean, hygienic, and safe solutions. Our clients recognise that we will be mutually successful if we work collaboratively on outcomes that put the success of the building users and our colleagues at both our cores.



2. Understanding ESG

Environmental, Social, and Governance (ESG) criteria have emerged as a vital framework for assessing the sustainability and societal impact of companies. These criteria help stakeholders understand how an organisation manages risks and opportunities related to environmental and social challenges. ESG reporting has become increasingly important as it provides transparency, allowing suppliers, customers, and employees to gauge the ethical implications of their engagements with a business. Understanding these definitions is essential for anyone involved in corporate sustainability reporting or social impact assessments.

The environmental aspect of ESG focuses on how a company performs as a steward of nature. This includes considerations such as carbon emissions, waste management, and resource use. Companies that prioritise their environmental impact can enhance their reputation and

efficiency while contributing positively to global sustainability efforts. As organisations strive to minimise their ecological footprints, understanding the environmental criteria of ESG becomes crucial in shaping corporate strategies and supply chain management. Social factors in ESG encompass a company's relationships with its employees, suppliers, customers, and the communities where it operates. This includes human rights, labour standards, and community engagement. A strong social performance can lead to improved employee morale and loyalty, as well as stronger community ties. As businesses navigate the complexities of social expectations, understanding these aspects of ESG reporting is essential for fostering a positive organisational culture and sustaining long-term success.

Governance refers to the way a company is led and controlled, including its board structure, executive pay,

audits, and shareholder rights. Effective governance ensures that a company adheres to legal standards and ethical norms, which is increasingly scrutinised by regulators and the public alike. Understanding governance in the context of ESG is essential for maintaining compliance and building trust with stakeholders, especially in the realm of corporate sustainability reporting.

In summary, understanding ESG is not merely about compliance but about committing to a sustainable future. As employees and customers increasingly demand transparency and accountability from businesses, integrating ESG criteria into corporate strategies will be crucial. By embracing these principles, Nviro is not only helping mitigate risks but can also unlock new opportunities for growth and innovation, ultimately leading to a more sustainable and responsible business environment.

“Businesses that fail to address sustainability are on borrowed time. Long-term success comes from serving society, not just shareholders.”

– Paul Polman, former CEO of Unilever and a leading voice in sustainable business.



“Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs. Businesses have a central role to play in making this a reality.”

– Gro Harlem Brundtland, former Norwegian Prime Minister, often called the “Mother of Sustainability” in sustainable business.

3. About Nviro

At Nviro, we create clean, hygienic, and safe environments where people can thrive. For over 30 years, we have provided expert professional cleaning services to education and public sector organisations across the South of England. Our teams work in schools, colleges, universities, public buildings, and community spaces, helping to keep them safe, presentable, and ready for use every day.

We understand that cleanliness is about more than appearance – it's about creating environments that support wellbeing, productivity, and community pride. That's why our highly trained teams use proven processes, the latest technology, and a proactive approach to deliver consistently excellent results.



“It was a good opportunity when I was looking for another job. I did research based on the employees’ review, Nviro came up as the 3rd best company to work for within 20 or 25 others in the UK. It said enough for me. As we communicate to our clients and to our cleaners the same values we are a honest company without misunderstanding. At Nviro, we clean schools, community centres, libraries, etc and therefore we give value to our workers to make changes to the community and also to our environment.”

– Rozsa Sarnyaine Szigeti (Area Cleaning Manager, Surrey)



Our Values

We believe the best way to look after our customers is to first look after our people. When our teams feel valued, respected, and supported, they bring their best selves to work every day, delivering exceptional service and care for our clients.

Our values guide everything we do.

By living these values, we create a workplace our people are proud of and a service our customers can trust.



Work with meaning: We believe that dignity should never be the price of profit. By working with clients who share our values, we enable our people to earn a decent day's pay for a day's work, in an environment that values their contribution.



Dignity before profit: We believe that when people know their work contributes to something beyond themselves, it builds self-worth and gives their job meaning. That's why we champion the role of cleaning in the world, ensuring our people, and our clients, understand the difference they make.



Potential to thrive: We believe that it's only possible to fulfil your potential when your basic needs are met. We create spaces where people can be their best, while also building a culture that allows our people to thrive.



"I like Nviro's commitment to creating clean, safe, and sustainable environments. I also like how Nviro supports staff development. Nviro is a great environment to thrive in because the company genuinely supports staff development and encourages people to grow in their roles."

"When I was a supervisor, my manager trusted me to take on extra responsibility and often made me the point of contact in her absence. That experience really helped me build confidence, leadership skills, and a deeper understanding of how to manage a team effectively. Thanks to that support and encouragement, I have now progressed to a site manager role, which shows how Nviro help people grow and reach their potential."

"I feel that I live Nviro's values every day through the way I lead my team and manage my site. I make sure our work environment is clean, safe, and well organised, which reflects our commitment to quality and sustainability. I support my team by giving them clear guidance, recognising their efforts, and encouraging them to grow, that's how I show respect and care for people."

– Marvalyn Smith (Site Manager, Richmond College)



"I love working for Nviro because of the friendly yet professional atmosphere at work. Relationships within our team and with our clients are built on trust and mutual respect."

– Joanna Knight-Gray (Area Cleaning Manager, Surrey)

4. Our Approach and the UN Sustainable Development Goals

The 2030 Agenda for Sustainable Development Goals (SDG's) adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and in the future. At its heart are the 17 SDGs, which are an urgent call for action by all countries - developed and developing - in a global partnership. They recognise that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.

Nviro is passionate about contributing to these goals in a meaningful way, in line with our values. Consideration has been given as to how we are best placed to play our part in supporting these internationally recognised goals. There are several that are key to our business, and this offers an existing and recognised platform to underpin our strategic plans.

Our ESG Working Group has chosen 4 of the UN goals for the business to actively support, these are:



Nviro's UN SDG Targets

Description	Relevant targets	How we're contributing
SDG 4 - Quality Education		
<p>Access to quality education is one of the most powerful drivers of sustainable development. Education helps individuals realise their potential, promotes equality of opportunity, and equips people with the knowledge and skills to build a better future.</p> <p>SDG 4 aims to ensure that all people have access to affordable, inclusive, and high-quality education at all stages of life — from early learning through to adult skills development. It also emphasises the importance of education that promotes sustainable development, human rights, and global citizenship.</p>	<p>4.3: Ensure equal access for all to affordable and quality technical, vocational, and tertiary education.</p> <p>4.4: Increase the number of people with relevant skills for employment, decent jobs, and entrepreneurship.</p> <p>4.7: Ensure that all learners acquire the knowledge and skills needed to promote sustainable development.</p>	<ul style="list-style-type: none"> ■ Providing BICSc training to ensure all employees are equipped with professional, industry-recognised skills. ■ Offering apprenticeship and development pathways that encourage progression and lifelong learning. ■ Embedding sustainability, equality, and wellbeing themes in all training programmes and employee communications. ■ Working with and supporting clients across the education sector and providing healthy and productive learning and teaching spaces.
SDG 6 – Clean Water and Sanitation		
<p>Access to clean water and safe sanitation is essential to health, dignity, and sustainable development. SDG 6 focuses on improving water quality, increasing water-use efficiency, and protecting water-related ecosystems to ensure that everyone can enjoy safe and sustainable access to water resources.</p> <p>For the cleaning industry, this goal is particularly relevant, as responsible chemical use and water management have a direct impact on the environment and community wellbeing.</p>	<p>6.3: Improve water quality by reducing pollution, eliminating dumping, and minimising the release of hazardous chemicals.</p> <p>6.4: Increase water-use efficiency across all sectors and ensure sustainable withdrawals to address water scarcity.</p> <p>6.6: Protect and restore water-related ecosystems, such as rivers, wetlands, and lakes.</p>	<ul style="list-style-type: none"> ■ Implemented microfibre and chemical-free cleaning systems that reduce water consumption and waste. ■ Using auto-dosing and closed-loop cleaning technologies to prevent overuse of chemicals and improve water efficiency. ■ Working with eco-certified suppliers to ensure cleaning products are biodegradable and non-toxic to waterways.

SDG 8 – Decent Work and Economic Growth

SDG 8 aims to create conditions for sustained economic growth through higher productivity, technological innovation, and decent job opportunities for all.

It promotes safe and secure working environments, fair pay, and equal opportunities regardless of gender, background, or circumstance. For service providers like Nviro, this goal is deeply connected to our people promise and our commitment to creating meaningful, dignified work.

8.2: Achieve higher levels of productivity through diversification, innovation, and technological advancement.

8.5: Achieve full and productive employment and decent work for all, ensuring equal pay for work of equal value.

8.8: Protect labour rights and promote safe and secure working environments for all workers.

- Commitment to the Real Living Wage, ensuring all colleagues are paid fairly and can thrive.
- Providing safe, supportive, and inclusive workplaces, supported by trained Mental Health First Aiders and wellbeing resources (EAP, WeCare, Toothfairy).
- Promoting career progression and professional growth through structured training, internal promotions, and recognition programmes.
- Leveraging innovation and digital tools to enhance productivity, job satisfaction, and employee engagement.

SDG 12 – Responsible Consumption and Production

SDG 12 encourages businesses and individuals to do more and better with less. It aims to decouple economic growth from environmental degradation by promoting efficiency, reducing waste, and managing natural resources responsibly. For Nviro, this means minimising waste across operations, selecting responsible suppliers, and continually improving how we consume materials and energy.

12.2: Achieve sustainable management and efficient use of natural resources.

12.4: Manage chemicals and waste responsibly to minimise adverse environmental and health impacts.

12.5: Substantially reduce waste generation through prevention, reduction, recycling, and reuse.

- Reducing single-use plastics and transitioning to refillable, concentrated product systems.
- Partnering with suppliers to introduce circular economy practices, such as recyclable packaging and equipment take-back schemes.
- Introducing sustainability reporting to track waste reduction, chemical usage, and recycling performance across client sites.
- Educating teams and clients about responsible resource use and the environmental benefits of sustainable cleaning methods.

5. Nviro's Environmental Impact

Climate change means the Earth is getting hotter due to human activities, like burning coal, oil and gas to make energy. These activities put gases into the air that trap heat, like a blanket around the planet.

As a result of this:

- Summers are getting hotter.
- Ice is melting and seas are rising.
- Storms, floods, and wildfires are happening more often.
- Animals and plants are struggling to survive.

In short: the Earth's weather is changing in big ways, and it is mostly caused by humans. As a business, we therefore need to measure our carbon footprint and set reduction targets to protect our environment.

Our Carbon Footprint

"You can't manage what you can't measure." - Peter Drucker, Business Management Expert

Nviro have been measuring our footprint for over 10 years, and in 2023 we engaged a carbon management consultancy to widen the scope of our measurement and support our journey to Net Zero. [Neutral Carbon Zone](#) are experts in the field, and with our teams have collated, calculated, and veri-

fied our carbon emissions. This is an important step in driving continual improvement in reducing our environmental impact.

During the year 2024/25, our total carbon emissions amounted to 1,508.54 tonnes of CO₂e. This amount was based on a full Scopes 1, 2 and 3 measurement and will form Nviro's baseline year.

Nviro have been calculating their carbon emissions for a number of years but have never undertaken a fully independently audited footprint. Therefore, our decision to set our baseline year from 2024/25 will enable us to take a measured approach from which to set meaningful and achievable year on year reduction targets.

Targets: We aim to start publishing our near-term reduction targets in the coming financial year. This not only is a requirement for most public sector contracts but will start to shape the way our business will operate for the foreseeable future.

From our last carbon footprint report, we identified the following 3 areas that when combined make up over 80% of our emissions as a business. We will therefore be concentrating on these areas as a priority, and where possible, start to implement changes in the coming year to significantly impact our reductions.

Read our Carbon Footprint Report [here](#).

"I've worked for Nviro for 27 years and during all that time Nviro has had a clear vision of what we are trying to achieve and have been on an incredible journey to achieve it. During that time, we have had highs and lows but have always had the strength and commitment to look to the future identify continual improvement and drive forward to make it happen.

The focus on looking after our people are not just words it is one of the things that make Nviro a fantastic place to work. The people who work here are more than just colleagues they have a connection to working towards the same goals and Nviro has retained a real family feel, where we share and care about the successes of each other and our cleaners on site, as well as pulling together when things don't go smoothly, here you are not just a number. Nviro consistently lives it values, we don't pay lip service to our written goals we make them happen, to each play a part in Nviro's Clean, Hygienic and Safe objective, and whilst not everything runs smoothly all the time that's ok, because when things go wrong we learn and improve.

How fresh is that! Nviro's aims and culture is something I am proud to be a part of. My journey with Nviro has remained exciting over a 27 year stretch which is no mean feat for a company, I love the fact that I work for an ethical company that is committed to doing what it says on the tin!"

– Clair Gunn (Compliance Manager)



1. Commuting and homeworking:

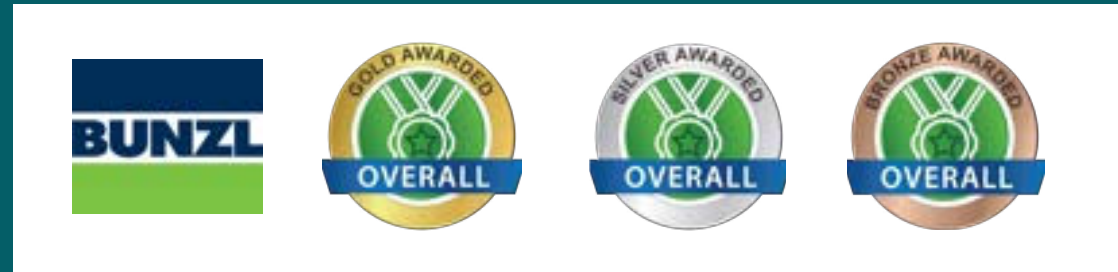
2025 saw our largest uptake of a colleague survey telling us how they commute to work. With just over 1,000 employees in the business, this area of emissions constitutes our largest source, and our largest challenge. We encourage our colleagues to car share, to walk or to cycle to work where safe and practical to do so. Nviro also schedules its cleaning colleagues with proximity to site in mind, therefore ensuring that no needless miles are being accrued.

2. Purchased goods and services:

This year saw the most comprehensive audit of our purchased goods and services to date. As a business that purchases cleaning products and machinery to fulfil our work, we are mindful of who we partner with and try to make the most sustainable choices. One example is by purchasing from [Bunzl](#). They provide expertise through innovative purchasing and monitoring tools, Gold, Silver and Bronze sustainably ranked products and recycling initiatives that ensures less virgin plastic is being produced for bottles and packaging.

3. Company Vehicles and fleet management

Our carbon reporting has identified one of our biggest areas of footprint is within our fleet. We are making active steps in the green transition to electric vehicles; however this is also dependent on the emergence of the sector, correct infrastructure, and financial and operational viability. All company cars will be either hybrid or electric by the end of 2025 and we are working with our vehicle partners and local partners such as Hampshire County Council (to facilitate charging points at sites we operate at) to monitor the feasibility so we can continue this transition.



Environmental Aspects

Through our ISO14001 Environmental Management System, which provides the framework across the business to monitor, target, and improve our impact. Through this system, we have assessed the main areas in which our business impacts the environment – these five aspects are: **Chemicals, Machinery, Waste & Recycling, Energy Consumption and Vehicles.**

Chemicals and Machinery

We continually review and improve the products we use to ensure they meet the highest standards of performance, safety, and environmental responsibility.

■ Odorbac and Product Review:

We use Odorbac, a multi-purpose, low-impact cleaning solution that replaces several single-use chemicals - reducing waste, packaging, and environmental footprint. Our ISO management system includes a continual review of our chemical list, ensuring products are assessed, trialled, and substituted where better alternatives exist.

■ Chemical-Free Innovation:

We are actively trialling chemical-free cleaning solutions, including an organic toilet descaler that represents a first-to-market innovation. These trials are part of our strategy to eliminate unnecessary chemicals and transition towards natural, safe cleaning methods.

■ Bunzl Partnership:

Bunzl Cleaning & Hygiene Supplies is one of Nviro's key partners in sustainable sourcing. Their product range prioritises recycled, recyclable, and responsibly manufactured materials.

You can view their sustainability report [here](#).

■ Closed Loop Recycling:

Together with Bunzl, we operate a closed-loop recycling scheme to recover and repurpose packaging materials - ensuring plastics, containers, and cardboard are recycled back into the supply chain.

■ Machinery:

We regularly monitor the performance of our machinery and equipment against new technology and innovation in the market place. Where appropriate, we upgrade machinery to improve efficiency and return on investment. In certain cases, we can also tell the customer of the associated carbon emissions for usage.



Energy Consumption

Energy efficiency is central to our commitment to achieving Net Zero. We continually seek to reduce consumption and improve performance through innovation, technology, and smarter working practices.

■ Renewable Energy Use:

Our office premises accounted for 0.62% of our total companywide emissions generating just short of 10 t co2e (please refer to our [carbon footprint report](#)). In the next financial year we will be switching to renewable energy tariffs for both our Portsmouth and Isle of Wight offices. Onsite, we are conscious of switching off lights when not in use and this is instructed to each of our cleaning colleagues as part of their induction with us.

■ Energy-Efficient Equipment:

We invest in battery-powered, low-energy equipment, such as backpack vacuums and automated scrubber dryers, which reduce electricity use and improve productivity.

■ Operational Improvements:

Route planning, consolidated deliveries, and localised storage help minimise vehicle mileage and associated emissions - supporting both cost efficiency and carbon reduction.

Recycling & Waste

Waste reduction is one of the most visible ways we can contribute to sustainability. We work closely with clients and suppliers to implement responsible waste management practices that improve recycling and minimise landfill.

■ Supporting Clients in Greener Choices:

We help clients transition to greener products and sustainable cleaning systems, sharing data and recommendations that align with their own environmental goals.

■ Recycling and Behavioural Change:

We have supported clients such as Fareham College in implementing centralised binning systems, which encourage recycling, reduce contamination, and improve participation.

■ Preparing for New Legislation:

Nviro works proactively with clients such as Hampshire County Council and Arun District Council to prepare for upcoming food waste and waste segregation requirements, ensuring compliance and improved performance.

■ Ordering and Packaging Reduction:

Through bulk ordering, concentrated products, and supplier take-back schemes, we reduce packaging waste, single-use plastics, and transport emissions.



Vehicles

We rely on our company fleet of vehicles to enable our area cleaning managers to go to multiple sites on a daily basis, delivering cleaning supplies and equipment. In total, we drove over 400,000 miles during the 2024/25 period. There were 55 active drivers during this period using a total of 59 vehicles.

We regularly monitor the driving habits of our drivers using a telematics system provided by Lightfoot.

The following graphic shows how we can track key data such as mileage, Miles Per gallon and the associated CO2 emissions. Using this data helps inform the way that we interact with the drivers of these vehicles and rewards good driving behaviour.



We have also been investigating our water footprint, and in 2025 we will be adding water to our aspects:

Water

Water is one of our most precious resources. Through innovation, training, and responsible practices, Nviro actively works to conserve water across all operations.

Water Reduction Plan:

Our Environmental Management System includes a Water Reduction Plan focused on measuring and reducing consumption across our cleaning operations and offices. Targets are reviewed annually as part of our ISO 14001 objectives.

Made Blue Foundation:

Through our partnership with Made Blue, every litre of water we save is matched by the same amount donated to provide clean drinking water in developing countries, to regions in the world that suffer from water scarcity. You can read more about the Foundation [here](#).

In 2024, Nviro's water savings provided the equivalent of $18 \times 365 \times 71$ litres — over 467,000 litres of clean water donated annually. (*according to <https://www.i-teamglobal.com/>)

I-Mops and Smart Equipment:

We continue to expand the use of i-Mop scrubber dryers, which use up to 70% less water than traditional mopping systems. These machines improve cleaning efficiency, reduce drying time, and support safer, more sustainable cleaning.

Chemical Dosing and Dilution Systems:

All sites use controlled chemical dosing systems to ensure accurate dilution, minimising both water and chemical waste while improving safety and consistency.

Subcontractor Requirements:

All subcontractors are required to meet Nviro's environmental standards, including responsible water use, waste management, and the use of approved, low-impact products.



6. Nviro's Social Impact

Why is social impact important to us?

As a people-centric business serving diverse communities, Nviro recognises that our success is built on the wellbeing of our people and the positive difference we make to society. One of our founding principles — “Dignity before profit” — guides how we operate every day, ensuring that our colleagues, clients, and the communities we serve are treated with respect and care.

This graphic opposite provides a visual representation of all the key programmes we run to provide value.

Great People

Our people are at the heart of our business. We invest in fair pay, wellbeing, and professional growth to create a workplace where everyone feels valued, supported, and able to perform at their best.

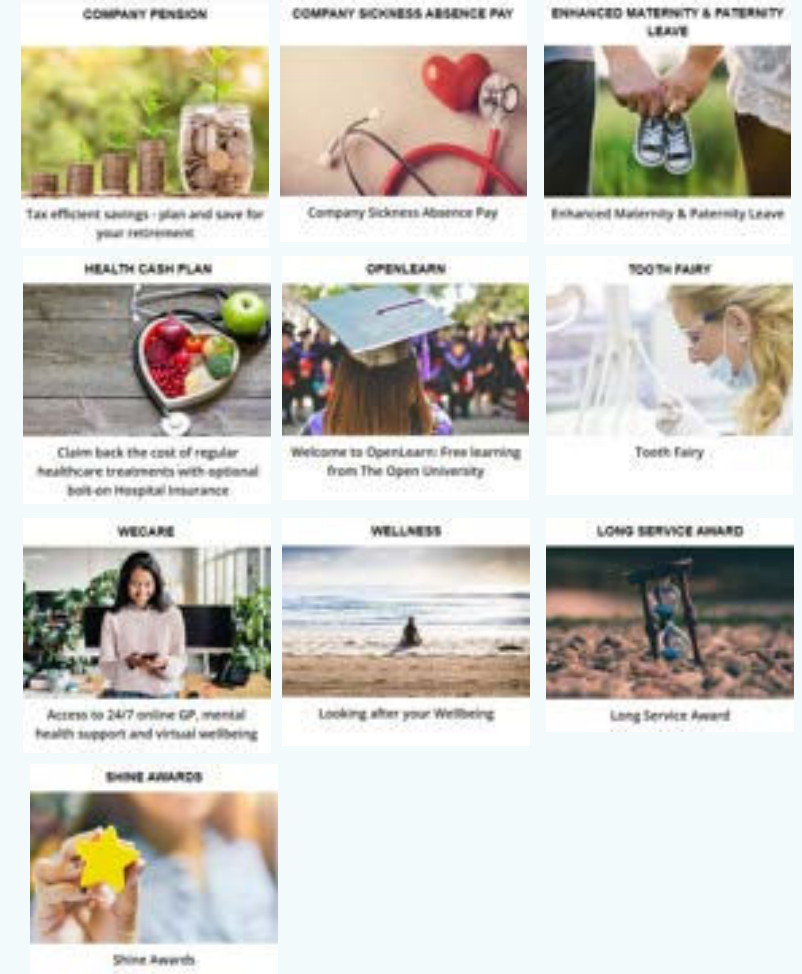
Real Living Wage

The Real Living Wage remains the only UK Wage rate calculated on the real cost of living. It is voluntarily paid by businesses who want to raise the bar on what decent work looks like in the UK. Nviro are proud to say that they were the first large cleaning company to commit to becoming a Real Living Wage Employer, meaning that we pay Real Living Wage to all employees without compromise. The Real Living Wage is designed to pay wages that support a decent standard of living, and not just the legal minimum. We are committed to only working with clients who share these same values and who are willing to pay the Real Living Wage (and London Living Wage where applicable).

Not only do we believe that everyone is entitled to a decent day's pay for a decent day's work, but we think it is important that our colleagues' pay goes further. That is why we have given all our colleagues access to a discount portal where they can save money on everyday things like groceries, to larger items such as electricals and days out.



Company Benefits



“Our commitment to social value isn't a side project — it's built into our DNA. Through innovation, measurement, and meaningful support, we make sure our people and communities can genuinely thrive.”

— Sam Gosrani (Head of Talent & Development)

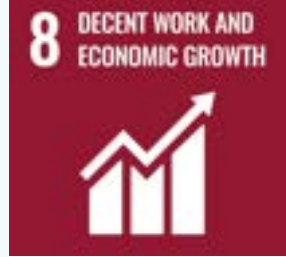
Mental Wellbeing

Mental health is central to our wellbeing strategy. In 2024, we launched a dedicated network of Mental Health First Aiders (MHFAs) trained to support colleagues experiencing poor mental health and to signpost them to appropriate help. This team of 11 people attended the MHFA 2-day course. Following this, we have held a wellness day at our Portsmouth office, and our first quarterly drop-in session ran in May 2024.

This sits alongside our employee benefits package, which includes a variety of health benefits:

- WeCare – 24/7 access to GP services (including prescriptions), counselling and in-the-moment mental health support, for all colleagues and members of their immediate family.
- Toothfairy – access to virtual dental care.
- Drop-in wellbeing sessions on topics such as cost of living, menopause, and resilience.

By supporting wellbeing in and beyond the workplace, Nviro helps build healthier, happier, and more resilient communities — directly contributing to UN SDG 8: Decent Work and Economic Growth.



Local Skills and Employment

We are proud to create local job opportunities, invest in training, and provide pathways into sustainable employment. Many of our contracts are community-based, meaning the people we employ often live and work in the same areas we serve.

Recruitment

We are committed to inclusive employment practices, supporting individuals from a range of backgrounds and circumstances, including those who face barriers to work.

Our initiatives include:

- **The Social Recruitment Covenant** – supporting access to fair work for all. Pledging our commit-

ment to the Social Recruitment Covenant demonstrates a clear commitment to social value, equity and inclusion by broadening our talent pool to include people with non-standard backgrounds. We continually review our job adverts, criteria and selection processes to remove unintended barriers, and we work with community partners to reach under-represented groups.

- **Community partnerships** with local job centres, refugee networks, and educational providers. We work with local job centres, employment support organisations, and councils to help local people back into work. In the year ending April 2025, we have attended 34 events in the local community, including job fairs at local job centres, interview days with Employment Support organisations and a careers talk at a refugee job fair. We have met 373 candidates and employed 25 new colleagues.

- **Career fairs and local engagement events** - Raising awareness for working in the cleaning industry: We don't only go to local events to fill current vacancies at Nviro but also raise awareness of the opportunities that working in the cleaning industry offers to people. At events like refugee fairs and school career fairs we talk about the importance of cleaning, the entry requirements for a career in cleaning but also the progression opportunities that we offer within the business.



Case Study: RHUL Mobilisation

When we were awarded the new contract with Royal Holloway, University of London in August 2024, we attended several job fairs and closely worked with the local job centres as well as the careers service of the university itself, to fill the vacancies on site. Between end of August 2024 and early October 2024 we have visited the local job centres in Staines and Weybridge 3 times and also attended a part-time job fair on university campus. We met around 70 candidates and offered 6 jobs to local unemployed people. We have built great relationships with all parties involved and will work with them again to fill vacancies for our busy summer conferencing periods.

Recruitment Outreach Program



Training

We believe cleaning is a skilled and professional career. Every Nviro employee has access to a range of accredited and developmental training opportunities, including:

- **BICSc training, NVQs, and Functional Skills.**
- **ESOL (English for Speakers of Other Languages)** support to improve workplace inclusion.
- **E-learning modules**, apprenticeships, and management training such as IOSH and leadership development programmes.
- **Succession planning** to promote internal progression.

We measure investment in training through learning hours and completion rates — demonstrating our ongoing commitment to lifelong learning (UN SDG 4).

The cleaning colleague induction was moved to an online induction, with 16 modules.

The new induction process

All new cleaning colleagues now complete their induction online, prior to starting their first shift. The new process, launched in December 2024, is designed to streamline the induction process and give a consistent approach to all new starters. They are required to watch 6 induction videos all about Nviro, and keeping safe while at work, each followed by a quiz. They will then also watch 10 videos that covers the initial technical skills that they require, again each followed by a short quiz, and are paid for their time to complete this.

On their first shift, they will then meet with their line manager to complete their site induction. This is to ensure that they are safe, confident and capable to carry out the tasks that are required of them at their site, with all the basic information they need having already been provided to them.



“What I love most about working at Nviro is how much they genuinely care about their people. Since joining, I’ve received more training and support than ever before, it’s made a huge difference for both my motivation and sense of purpose. As a Mobilisation Manager, I get to help new teams feel confident and supported from day one, and I see our values in action every time we launch a new site. It’s not just about the job, it’s about creating a positive, respectful environment where people can thrive”.

– Chris Roe (Mobilisation Manager)



Case Study: Abi Crowther

“My ILM level 3 in Team Leadership and Management Apprenticeship course gave me the good understanding of the basic principles of management and has really helped focus my thoughts as well as where I want to get to. My top tip to anyone taking on the qualification: Don’t be afraid of taking on the extra work, its truly worth it, you just have to say focused.”

Abi completed the course in August 2024, after joining Nviro in 2020 as a cleaner, but developed into being an Area Supervisor, a Deputy Service Manager and most recently, a Service Manager (1st May 2025).



Community Impact

Be a Hero Day

All colleagues are entitled to a paid day off per year which they are encouraged to use to 'be a hero' in their local community. Our colleagues can choose how they use this day, be it supporting a school fundraising event or participating in a community volunteering event.

Haylands Primary School

A group of support colleagues volunteered their time to Haylands Primary School on the Isle of Wight, where they constructed wooden tables, benches and a play barn. Their time and efforts went towards creating a welcoming and fun space for the pupils to enjoy.

Hale Village Hall in Fordingbridge

A group of colleagues used their 'Be a Hero' Day to take on a deep clean at the hall, ensuring it was spotless and ready for some community events taking place later in the week. The team carried out a range of cleaning tasks including high-level dusting, vacuuming, floor buffing and toilet cleaning, as well as jet-washing the exterior of the building and outdoor patio.



Charity Partnership - Place2Be

Place2Be is a children's mental health charity with over 30 years' experience working with pupils, families and staff in UK schools. They provide mental health support in schools through one-to-one and group counselling using tried and tested methods backed by research. In addition, they also offer expert training and professional qualifications.

Why has Nviro chosen this charity?

At Nviro, we believe that creating clean, safe and thriving environments starts with supporting the people within them. Our purpose is to create environments where people can thrive, and that includes protecting mental wellbeing, not just for our teams, but for the communities around us. We chose several charities that we felt fit with our vision, matched our focus and would be relevant to our client base. We then ran an educational piece across the company highlighting the list of charities various purpose and then asked our colleagues to vote for the charity they wished to support for the coming 3 years. We found that the mental health of our young people was meaningful for so many in our company that the vote was outstandingly for Place2Be.

Place2Be provides vital mental health support in schools, helping children and young people to build resilience, develop coping skills and reach their full potential. Their work aligns perfectly with our values of care, respect and making a



difference. By supporting Place2Be, we're helping to create safer, more supportive environments for the next generation. This is something we can all be proud of.

To support our charity over the year we have worked with their fundraising manager and undertaken several fundraising activities and promoted the work of the charity with our education clients and partners, including inviting our clients to participate in various activities and competitions with the prizes being a donation to Place2Be in their name.



Schemes and Accreditations

Our social commitments are reinforced through nationally recognised frameworks that demonstrate Nviro's dedication to inclusivity, respect, and responsible employment practices.

"At Nviro, the Armed Forces Covenant is more than a pledge — it reflects who we are. As someone who grew up in a submariner family and later found a new professional home within the Nviro family, I've seen first-hand how the values of the Royal Navy shape people for life. The discipline, resilience, and tolerance I learned through my naval background have been instrumental in my role at Nviro, and they are qualities we recognise and deeply value in the veteran community. Based here in Hampshire, close to a major naval base, we are proud to support our veterans and their families, honouring their contribution and ensuring they have fair opportunities to thrive within our organisation."

— **Scott Butler-Ferrand (Head of Service)**



Armed Forces Covenant

Nviro is proud to hold the Bronze Award in the Armed Forces Covenant Employer Recognition Scheme. This award reflects our commitment to supporting members of the Armed Forces community, including serving personnel, veterans, reservists, and their families.

We are working towards achieving our Silver Award through demonstrating a commitment to flexibility for reservist duties as well as continuing our work to recognise the transferable skills that ex-service members bring to our business.

We proudly display the Armed Forces Covenant badge on our job adverts, website and vehicles to ensure that the armed forces community know we are committed to being forces-friendly. We also regularly network with other Armed Forces Covenant scheme employers to share best practice.



Disability Confident Committed

As a Disability Confident Committed employer, Nviro is dedicated to creating an inclusive workplace where everyone has the opportunity to thrive. We work to remove barriers to employment for people with disabilities or long-term health conditions by ensuring our recruitment, training, and workplace adjustments promote equal access and opportunity.

Being part of the Disability Confident scheme demonstrates our belief that diversity strengthens our business - helping us attract talented individuals, reflect the communities we serve, and foster a culture built on fairness, respect, and belonging.

We demonstrate our commitment by including our Disability Confident badge on our job adverts to help us attract and retain a wider pool of talent. We continually review our job adverts, recruitment and onboarding processes to ensure any barriers are removed and we are prepared to make reasonable adjustments where required.



Real Living Wage

Nviro became the first large cleaning company to commit to being a Real Living Wage Employer. While other cleaning companies only pay it on selected contracts, we extend it to every member of our team. We do this because it's the right thing to do. We believe that cleaners deserve fair pay for a decent day's work and that they should be recognised and valued for the vital role they play in creating clean, hygienic and safe environments.

The Real Living Wage is recalculated each year to reflect the real cost of living, taking into account essentials such as housing, food, transport and energy. It offers people genuine financial security and reassurance that their work supports a reasonable standard of living. It reinforces a sense of dignity - a value we put ahead of profit.

Paying the Real Living Wage helps our colleagues feel motivated, appreciated and confident about their future. It sits at the heart of Nviro's People strategy: by looking after our people, we enable them to look after our clients and the communities who rely on their buildings. This commitment nurtures long-term wellbeing, pride in work and the consistently high standards of service our clients depend on.

7. Governance

At Nviro, strong governance underpins everything we do. We are committed to operating transparently, ethically, and responsibly - ensuring our decisions, systems, and culture uphold the highest standards of quality, safety, and environmental stewardship.

Our certifications, policies, and leadership structures ensure that we manage risk effectively, act with integrity, and deliver consistent value to our clients, colleagues, and communities.

The Value of our ISO Certificates

As a responsible and quality-driven service provider, Nviro is proud to hold three internationally recognised ISO standards:

- **ISO 9001: Quality Management**
- **ISO 14001: Environmental Management**
- **ISO 45001: Occupational Health & Safety Management**

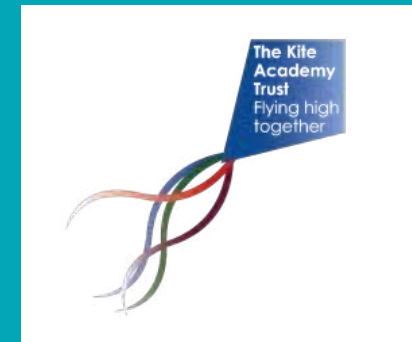
These certifications go beyond compliance — they demonstrate our commitment to excellence, sustainability, and the wellbeing of our people. Each standard is independently audited and requires continual improvement, ensuring we deliver measurable benefits to our clients and operate with accountability and care.

ISO 9001 – Quality Management: We have held this accreditation since June 1996. Our systems are structured, efficient, and customer-focused, ensuring we deliver consistent, high-quality cleaning services with an emphasis on communication and awareness both internally and with our clients. Regular internal and external audits drive improvement, accountability, and innovation, reducing risk and increasing client confidence.

ISO 14001 – Environmental Management: We have been actively identifying and reducing our environmental impacts through responsible product selection, recycling and waste reduction, Vehicle management and monitoring and energy efficiency, since May 2005. We work with key suppliers who are aligned to our sustainability objectives and work in partnership to ensure we drive forward innovation, and this helps clients meet their own sustainability targets and strengthens their ESG reporting, particularly under Scope 3 emissions.

ISO 45001 – Occupational Health & Safety Management: We maintain a culture of safety and wellbeing, ensuring all employees work in healthy and supportive environments. Rigorous risk assessments, COSHH training, and engagement programmes protect our workforce and ensure safe, compliant operations at every client site.

Together, these standards create a robust, integrated management system — one that promotes continual improvement, transparency, and trust across our entire operation. We are proud to say we have held this accreditation (including ISO 18001) since August 2012.



“Nviro are helpful and respectful. They manage the day-to-day running of the cleaning teams, which takes a lot of pressure off me. Their processes, like monthly audits seem well-structured and are proactive in keeping everything running smoothly. Nviro take ownership of their work and communicate well. Their team is reliable, and the standards they are delivering have improved significantly since the implementation of the new specification, especially at Folly Hill. Nviro’s values show in how they treat their people.”

The support they gave me during the cleaning tender was fantastic, and the lengths they went to in supporting new staff through the TUPE process were second to none. They genuinely look out for the team, and that was clear when communication issues came up at the start of the contract as they went to great lengths to get things resolved.

They also run an employee praise award, which shows they value good work and recognise effort. Communication is strong, and I’ve been included in everything. They’re respectful, proactive, and focused on doing things properly.”

– Debbie Robertshaw, Estates Admin Officer, Kite Academy Trust

Carbon Measurement and Accountability

“We are the first generation to feel the effect of climate change and the last generation who can do something about it.” - Barack Obama

Through our partnership with Neutral Carbon Zone, we accurately measure and verify our carbon footprint in line with the Greenhouse Gas Protocol and UK Government conversion factors. This provides a clear understanding of our emissions across all scopes and underpins our commitment to the UK’s Net Zero 2050 target.

Why this matters to our clients:

- **Transparent supply chains:** Clients gain access to verified emissions data to support Scope 3 reporting and compliance with ESG, SECR, TCFD, or CSRD frameworks.
- **Shared progress towards Net Zero:** Our emission reductions contribute directly to lowering our clients’ indirect carbon impacts.
- **Operational efficiency:** Carbon data helps us identify waste, fuel, and energy inefficiencies - delivering a more resilient and cost-effective service.
- **Tender readiness:** Public sector frameworks increasingly require demonstrable carbon measurement and reduction. Our partnership ensures both compliance and leadership in this space.

Measuring our footprint is a continuous process involving data capture, supplier engagement, and independent verification. This transparency demonstrates genuine accountability and supports clients who are equally committed to credible climate action.

ESG Working Group

Our ESG Working Group brings together representatives from across the business — operations, HR, sales, supply chain, and senior leadership - to drive continuous improvement in environmental, social, and governance performance.

The group meets quarterly to:

- Review progress against ESG targets and ISO objectives.
- Identify opportunities for innovation and positive impact.
- Ensure sustainability remains embedded in decision-making across all levels of the business.

Through cross-functional collaboration, the group ensures that Nviro’s ESG commitments translate into practical, measurable actions.

“Whilst we have always run our business with others at the forefront of our mind, we have simply conducted ourselves in this way as it was the right thing to do. What we have not been good at to date is collecting the evidence we need to showcase our efforts and the impact we are having. This last year has seen us start to collate the information we need to demonstrate just how good we are at this, and with Tesh joining the business, a dedicated ESG resource, this task will become much easier.”

This last year has seen us focus on collating data, widening our carbon footprint scope, establishing a charitable partnership, and driving our social value initiatives. We have formalised and strengthened our sustainability governance with a structured working group, recruitment of a dedicated resource and a director assigned to oversee. Next year we will of course be continuing with all of this, but we will also be focusing on our water footprint, our supply chain, fleshing out our contributions to the 4 chosen UN SDGs and broadening our inclusivity work.”

Sophie Haines (Strategy Director)





Leadership and Accountability

Nviro's Board of Directors provides clear governance and oversight of strategy, performance, and ethical conduct. Each Director brings extensive experience in facilities management, finance, and public sector partnerships, ensuring sound stewardship and long-term stability.

Decision-making is underpinned by:

- **Defined governance frameworks** ensuring compliance with legislation and standards.
- **Clear roles and accountability** across operational and corporate functions.
- **Transparent reporting** to measure progress against strategic and ESG objectives.



Sustainability Education and Awareness

We believe that knowledge drives progress. Sustainability education is built into our training programmes and communication channels — ensuring every employee understands their role in supporting our ESG goals.

From toolbox talks and digital learning modules to supplier briefings, our teams are empowered to make responsible, informed choices every day.

Gender Pay Gap and Equality

Nviro is committed to fairness, inclusion, and equal opportunity for all employees. We publish our Gender Pay Gap Report annually, in line with UK Government guidance, to maintain transparency and track progress toward greater equality across all levels of the organisation.

We are proud to report a continued reduction in Nviro's Gender Pay Gap over the last three years. This steady improvement reflects the positive impact of our inclusion strategies, fair pay policies, and focus on developing female leadership across the organisation.

Looking ahead to 2025, Nviro's leadership composition is expected to further strengthen gender balance, with 7 female and 5 male leaders. This shift demonstrates the success of our long-term commitment to inclusion, opportunity, and fair representation at all levels of the business.

Gender pay gap report 2024



The report covers our April 2023 to April 2024 results and focuses on how we promote gender equality.

Median gender pay gap	
Nviro	UK average
1.22%	6.7%

We're proud to have a median gender pay gap that's 5.48% less than the UK national average.

Mean gender pay gap	
Nviro	UK average
4.10%	7.8%

Our mean gender pay gap is 3.7% lower than the UK national average. This has significantly improved by 6.23% since 2022. Read page four to find out more information about how Nviro works hard to close the gap and ensure fair pay for all.

Executive Leadership Team

The graphic below shows the percentage of males and females within our Executive Leadership Team at the end of April 2023 and April 2022.

2023

3 Males
4 Females



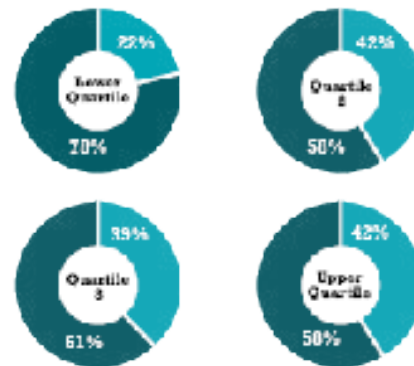
2022

4 Males
4 Females



Pay quartiles

Male
Female



Each pay quartile represents a quarter of our total workforce ranked by pay, each quartile contains 333 colleagues.

Proportion of colleagues receiving a bonus



We confirm that the data in this report is accurate.

Barbara Miller - People Director

Our focus is on:

Supporting women's career progression through training and leadership opportunities. We are actively working to increase female representation at every level of the organisation through:

- Supporting career progression ensuring there are equal opportunities for everyone. We provide a range of development initiatives, from in-house workshops to functional skills training in English and Maths, to remove barriers to career progression and opportunities.
- Training opportunities designed to support personal and professional growth.
- Recruitment practices that ensure balanced candidate shortlists and reduce bias in selection.

Promoting Real Living Wage pay structures that reward contribution fairly.

- Nviro is proud to be a Real Living Wage Employer, ensuring that all colleagues are paid fairly for the work they do. Our pay structures are designed to reward contribution transparently and equitably, regardless of gender or background.
- We benchmark our salaries so that our people receive fair pay in line with external job markets and we publish salary bands in job postings to improve transparency.

Embedding inclusion and wellbeing initiatives to create a supportive, respectful workplace culture. We have implemented:

- Wellbeing initiatives that support mental health, flexibility, and work-life balance including Mental Health First Aiders and a range of employee benefits.
- Ongoing inclusion training for managers and teams, building understanding and respect across our workforce and ensuring a reduction in any unconscious bias in recruitment and training opportunities.

Looking forward:

- Continue to monitor our data closely, listen to employee feedback, and take meaningful action to close any remaining gaps.
- Employee voice forums and engagement surveys that ensure everyone feels heard and valued.
- Ethnicity pay gap reporting.
- Continue to support development pathways that encourage women into leadership roles.
- Sharing success stories to inspire further change.





“I enjoy working with NVIRO because they are efficient, reactive, professional, reliable, and friendly. Based on my experience, NVIRO consistently demonstrate a high level of proficiency across all aspects of operations. The company excels not only in delivering a professional standard of service but also in managing the essential administrative elements that underpin it — including audits, KPIs, training, and employment practices.”

It’s clear that attention to detail and commitment to continuous improvement are embedded in the culture, and it’s a pleasure to work alongside such a capable and conscientious team.”

**– Richard Crow-Mains (Facilities Manager,
Elmbridge Borough Council)**

9. Future Commitments and Next Steps

Our supplier engagement programme should also delve deeper into the ways in which our supply chain is also making reductions, which we can reflect in next year's carbon footprint report.

Water reductions – At Nviro, we are dedicated to ensuring we save water on customer sites, wherever possible. Using technology and innovative methodologies, we can monitor our water consumption for floor cleaning.

Fleet management – Most of our fleet is transitioning to hybrid models, eliminating the use of fully petrol or diesel vehicles. Whilst a fully electric fleet would be the ideal situation, the practicalities of recharging during the day, the range of some vehicles and charging at home for users are all real challenges we need to consider before committing our colleagues to their use. As infrastructure evolves and milage ranges in new models of vans increase over the next few years, we will

Site specific Life Cycle Assessments - Starting in the latter period of 2025, we will be conducting site level Life Cycle Assessments of our service to gain an accurate understanding of our carbon footprint on certain sites. We can then report this back to our customers who can include this data as part of their Scope 3 reporting.

SDGs - On going commitment to ensuring we work closely with our 4 chosen UN goals.



“Sustainability is the practice of meeting present needs without compromising the ability of future generations to meet their own needs. It involves balancing environmental protection, economic growth, and social well-being to ensure that resources are used responsibly over the long term.

My very privileged position at Nviro allows me to enact impactful change, creating value and providing education at every touchpoint of our business.

From empowering our 1000+ colleagues to make better choices at work and hopefully in life generally, to being part of multi stakeholder groups in our communities tackling challenges such as recycling and food waste, I look forward with brimming excitement and optimism for the coming year.”

Tesh Patel (ESG Manager)

If you need any further information regarding this report, please contact Tesh.

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07586 023679



10. Appendices

1. **United Nations Sustainable Development Goals** - <https://sdgs.un.org/goals>
2. **Bunzl Cleaning and Hygiene Supplies** - <https://www.bunzlchs.com/>
3. **ISO 14001** - <https://www.iso.org/standards/popular/iso-14000-family>
4. **ISO 9001** - <https://www.iso.org/standard/62085.html>
5. **ISO 45001** - <https://www.iso.org/standards/popular/iso-45000-family>
6. **Lightfoot** - <https://www.lightfoot.co.uk/>
7. **Neutral Carbon Zone** - <https://www.neutralcarbonzone.com/>
8. **Nviro's 2024 / 25 Carbon Emissions Report** – <https://nviro.co.uk/wp-content/uploads/2025/12/NVIRO-GOLD-Carbon-Footprint-Report.pdf>
9. **Real Living Wage Foundation** - <https://www.livingwage.org.uk/>
10. **The British Institute of Cleaning Science** - <https://www.bics.org.uk/>
11. **Place2Be** - <https://www.place2be.org.uk/>
12. **Armed Forces Covenant** - <https://www.armedforcescovenant.gov.uk/>
13. **Disability Confident Employer Scheme** - <https://www.gov.uk/government/collections/disability-confident-campaign>