



Purpose driven cleaning
for people that care

GREENZEST 2025 IMPACT REPORT

www.greenzest.co.uk

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MESSAGE FROM THE DIRECTORS

Welcome to Greenzest's second Impact Report, covering our progress throughout 2025. Building on the foundations set out in our first report, we are pleased to share how we have advanced our impact across our people, the planet, our communities and the way we govern and manage the business.

Sustainability has always been embedded in how we do business, not treated as a side project. In 2025, we made significant progress across all areas of our impact and are proud of what the team has achieved, while remaining ambitious and committed to continuous improvement. As businesspeople, we understand the effort required to turn commitments into meaningful action, and our team has worked hard to develop robust policies, processes and governance that ensure we walk the walk, not just talk the talk.

In 2025, we restated our purpose as "to reimagine the cleaning industry as a force for good", an evolution of the mission that has guided Greenzest since we were founded. This reflects our belief that high-quality cleaning services can and should deliver better outcomes for people and the planet, from fair pay and progression to low-impact products and climate-aligned operations.

This year brought several important achievements. We achieved an employee Net Promoter Score (eNPS) of 81, which is very high compared with benchmarks across all industries. We completed a double materiality assessment to identify the topics that matter most to our business and stakeholders, helping us focus our efforts where we can have the greatest impact. We also developed and implemented new policies and processes to embed the B Corp approach into our culture and operations, submitted for certification in 2025 and, just into the new year, were proud to be certified with a score of 117.3.

We are equally committed to being transparent about our challenges and what we have learned. In 2025, we did not issue the customer survey as planned and received a lower-than-expected response rate for our employee satisfaction survey. We know how important it is to understand stakeholder views and learn how we can improve, so strengthening our surveying processes and engagement will be a priority for 2026. We also continue to find it challenging to engage and communicate with some of our smaller, more remote teams who may work unsociable hours, and we will be focusing on more inclusive ways of staying connected with them in the year ahead.

Looking to 2026, we will continue to strengthen our team and governance so we can accelerate our business and increase our positive impact. We plan to bring in three new Directors, further developing the Board's capacity and expertise, and to build out the role of our new sustainability and audit lead to own and drive all elements of sustainability across the business. Based on the double materiality assessment completed in 2025, we will develop a sustainability strategy aligned with best-practice governance and begin to align with the new V2.2 B Corp standards as our roadmap for continued improvement.

While we are proud of the progress we have made, we know there is always more we can do. We remain excited about the journey ahead and steadfast in our commitment to delivering meaningful, sustained impact across our business and beyond, in close partnership with our colleagues, customers, suppliers and communities.



HIGHLIGHTS AT A GLANCE

Our key achievements in 2025

Our People

81

employee Net
Promoter Score

100%

of our employees paid
the Real Living Wage

65%

of company managers
identified as women
— *Up from 60% in 2024*

4.4 hours

of training per employee
— *An 82% increase
from 2024*

Our Business

100%

of cleaning agents in use are
produced from natural plant
derivatives and entirely
biodegradable*

100%

of our Scope 1, 2 and 3
greenhouse gas emissions
were offset

Platinum

We achieved
Neutral Carbon
Zone Platinum
accreditation



**Except on rare occasions when we require specialised products that fall outside this standard.*

ABOUT GREENZEST

Greenzest Limited is a B Corp™ certified, people-first, sustainability-led cleaning business focused on delivering consistent quality through strong values and smart technology.

Since Greenzest was founded in 2011, we have been at the forefront of change in the cleaning industry, by championing the well-being of our people and our planet and building strong partnerships. As one of the country's leading office and commercial cleaning contractors, our aim is not to simply appear different, but to actually make a difference.

Our purpose is to reimagine the cleaning industry as a force for good. This means paying our staff the living wage, providing a working environment that's safe, empowering and enjoyable, and supporting movements and organisations that push for environmental sustainability and better employment for all.

Our four platforms (referred to as our "Four P's") help us deliver our purpose:

- **PLANET:** Protecting the planet with every business decision
- **PEOPLE:** Building a business community where people want to join and stay with us; treating people as individuals, with flexibility to meet their needs
- **PARTNERSHIP:** Building trust through honesty, integrity, transparency and always delivering to our fullest potential
- **PRODUCTIVITY:** Being innovative and delivering value for money in everything we do



01 GOVERNANCE

Without senior oversight and accountability on sustainability, it can become siloed or deprioritised. For this reason, in 2022, we were inspired by the B Corp method and changed our legal articles of association so that significant decisions factor in all stakeholders, including employees, suppliers, customers, communities and the environment. This redefined the duties of our Directors; rather than focusing solely on maximising shareholder value, they are now required to balance stakeholder interests, reflecting our commitment to a broader, dual purpose.

OUR PROGRESS

In 2025, we reflected on what drives us as a business and formally articulated our purpose “to reimagine the cleaning industry as a force for good”. This purpose now underpins our governance approach and guides decision-making across the company.

During the year, we conducted a double materiality assessment to identify and prioritise the sustainability topics that are most material from both an impact and financial perspective, enabling us to set goals, targets and KPIs for managing our social and environmental impacts in line with best practice. Through this process, we prioritised Responsible Technology Use, Climate Change, Responsible Resource Use, Managing Supply Chain Impacts, Fair and Secure Employment, Employee Wellness, Safety and Development, and Ethics and Business Conduct as our key focus areas.

Our Directors continued to regularly review Greenzest’s social and environmental performance, ensuring these priorities are integrated into strategic planning and oversight. To support this, we developed and implemented a Stakeholder Engagement Policy, creating a more structured framework for how we identify, engage and respond to stakeholder interests. All manager roles now explicitly incorporate social and environmental responsibilities, reinforcing that sustainability is a shared leadership accountability rather than a standalone function.

We also introduced a more formal process for employees to set environmental targets as part of their performance evaluations, helping to drive ownership of sustainability performance across the organisation, although reaching some smaller sites where staff work unsociable hours remained a challenge. To further embed sustainability in our culture, we delivered the UhUb training module “Embracing Sustainable Living” to 100% of staff.

FOCUS FOR THE FUTURE

- We will develop training on B Corp for all staff to understand what it is, why it’s important and how it affects them in their role.
- We will develop a sustainability strategy with KPIs and targets to ensure we are managing our material impacts in line with best practice governance.
- We’re introducing three new Directors to support development of business operations and maturation of the governance of the business. These new positions ensure we increase our positive impact as we continue to grow.
- We will develop a new sustainability and audit lead role to own and drive all elements of purpose and sustainability, ensuring it is embedded throughout the business.

02 PEOPLE

Across the cleaning sector, working conditions remain a significant concern, particularly in relation to how cleaners are treated. Many cleaners still face low pay and unstable work, often employed on informal or zero-hour contracts that offer limited security. The workforce is frequently comprised of women and migrant workers, who can be more exposed to exploitation, discrimination and unsafe working environments. For many, limited English proficiency also makes it harder to secure stable roles or progress into better positions.

At Greenzest, we are committed to challenging these norms. As a service-based business, our people are central to everything we do, and we place their wellbeing at the core of our decisions. Making sure our employees are happy, healthy and safe is a top priority, and we are proud of the policies and practices we have developed to support and protect our team.

OUR PROGRESS

Providing comprehensive on-boarding and training

In 2025, each employee completed an average of 4.4 hours of training on our cleaning training platform UhUb. This represents an 82% increase from 2.4 hours in 2024. Across the business, Greenzest employees completed 19,757 lessons, totalling 1,459 hours of training, representing a 90% increase compared with the previous year of 769 hours.

Prioritising health and safety

This year, we achieved ISO 45001 certification, independently verifying the strength of our approach to managing employee health, safety and wellbeing. We also developed and implemented an ergonomics policy for colleagues who work from home, which received positive feedback and has helped improve comfort and safety in home-working environments.

Ensuring fairness and equity in the workplace

We remained a Living Wage Foundation certified Living Wage Employer in 2025, continuing our commitment to pay all staff at or above the real Living Wage, rather than treating fair pay as optional. All employees also received training on diversity, equity and inclusion in 2025, helping to build a workplace that is more respectful, equitable and effective for everyone. In the same year, 65% of our company managers identified as women, reflecting our continued commitment to leadership diversity and representation.



Enhancing career development

In 2025, we continued to support progression through the organisation. Every staff member now has at least one SMART objective linked to their professional development as part of their annual review, ensuring growth is embedded in performance conversations. We launched a new mentoring programme for cleaning operatives who aspire to progress into supervisor roles and continued to provide fully paid, no-strings-attached English courses, with 38 staff members undertaking lessons in 2025. During the year, we promoted one employee into a supervisor position, representing 8% of our 13 total supervisors.

“

I am grateful to my manager for believing in me. They showed me what to do and gave me the chance to do a good job. I will use what they taught me and the experience I've gained to improve even more.

”

– Greenzest cleaner-turned-supervisor



Employee engagement and satisfaction

We launched our employee engagement and satisfaction survey in 2025, providing a new mechanism to listen to our people and track our culture over time. The results showed an impressive employee NPS (eNPS) of 81 out of 100. Industries benchmarks suggest that a score above 50 indicates an exceptional workplace. We also discovered in our survey that 94% of respondents said they have the tools and training required to do their job safely and effectively, and 86.5% saying they feel proud to work at Greenzest. However, the response rate of 42% was lower than we would like, so we plan to increase participation next year, including through incentives, to gain a fuller picture of employee satisfaction across all sites.

FOCUS FOR THE FUTURE

- We will conduct and publish our 2025 gender pay gap report in mid 2026.
- We are exploring mechanisms to enhance the financial wellbeing and support of our employees.
- We will set up an online English school to support our teams who work outside of London.
- We will increase our response rate to our employee engagement survey through incentivisation.

03 COMMUNITY

At Greenzest, we believe that our long-term success is inseparable from the wellbeing of the communities we touch. We are therefore committed to creating positive outcomes not only for our employees, but also for our customers, partners and the wider communities where we operate. To help strengthen local economies and promote greater diversity in business, we actively seek to work with local suppliers and with businesses owned by people from underrepresented groups wherever we can.

OUR PROGRESS

In 2025, 5.2% of supplier spend was with businesses that are majority-owned by women or individuals from underrepresented groups, compared with 6% in 2024. We recognise this is a slight decrease so we have implemented a series of diversity, equity and inclusion policies which should promote supplier diversity.

We also developed and implemented several new policies to strengthen our community impact, including a Local Hiring and Purchasing Policy, a Responsible Procurement Policy. We further strengthened our responsible sourcing approach by developing a Supplier Code of Ethics and a supplier screening process. These are now in place for future onboarding and have been straightforward to implement, reflecting the fact that our existing suppliers are already well aligned with our ethos and values.

In 2025, we also partnered with the London Interdisciplinary School (LIS) to improve access to employment to the broader community. A work experience student from LIS joined Greenzest for six weeks to support data gathering and survey drafting for our B Corp assessment. As a result of this internship, we developed an Internship Policy to formalise our equitable approach to internships.

To further our community impact, we developed and implemented a Charitable Giving and Pro-bono Policy to get clearer on which causes we'll support and how much time we'll provide. As part of this work, we sponsored Esher Rugby Football Club, helping to support a local organisation that gives young people the opportunity to experience teamwork, discipline and progression through its thriving mini rugby programme and pathway into senior competition.



“

This internship was a great work experience. It had a manageable workload, excellent communication and splendid supervision. The ability to do the work at home was a fantastic way to do some of the things that this role required. This internship can be extremely useful for students to get the hang of things in a real job environment.

”

– Andrii Kolisnyik, 2025 Work Experience Student at Greenzest

FOCUS FOR THE FUTURE

- We will be exploring partnering with more B Corp suppliers, continuing to embed B Corp values throughout our supply chain.
- We will be deepening our customer and community engagement through charitable giving and volunteering specifically:
 - » Sponsoring University of Southampton Science Park’s summer BBQ, enabling them to divert more funds to their charitable works.
 - » Developing a corporate partnership with the National Deaf Children’s Society, a charity close to our Founder Iain’s heart.
 - » Volunteering at Nightingale’s School, supporting them with cleaning and gardening.
- We will host another placement student as part of our partnership with the London Interdisciplinary School who will join us for six weeks to support us with work on our sustainability strategy. This helps us continue to support young people to further their careers.





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04 PLANET

Environmental responsibility has been a core principle at Greenzest since day one. From the outset, our goal has been to deliver cleaning services that minimise their impact on the planet. This commitment runs through every aspect of our operations, from the products we choose to the technologies and methods we use to deliver our services. We have set a target to reach Net Zero by 2050 and are pursuing a rigorous, evidence-based approach to reducing our greenhouse gas emissions (GHG).

OUR PROGRESS

Upholding our commitment to biodegradable products

In 2025, 100% of the cleaning agents in use were produced from natural plant derivatives and entirely biodegradable, except on the rare occasions where specialist products were required for graffiti removal.

Our greenhouse gas emissions figures

In 2025, our total emissions were 694 tCO₂e, a 61% decrease from 1,752 tCO₂e in 2024. This reduction was driven largely by improvements in data quality, particularly in relation to employee commuting and homeworking emissions, which were identified as a hotspot in 2024. Scope 1 emissions fell by 73%, from 16.57 tCO₂e in 2024 to 4.56 tCO₂e in 2025, largely due to the transition of our company fleet to electric vehicles. Scope 2 emissions reduced from 2.22 tCO₂e in 2024 to 0.00 tCO₂e following the recategorisation of data, while Scope 3 emissions decreased by 61%, from 1,752.26 tCO₂e to 689.33 tCO₂e in 2025.

Understanding our emissions hotspots

We conducted our annual service-based Life Cycle Assessment (LCA), reviewing the environmental impacts associated with each of our core cleaning services across their full life cycle. This assessment enables us to identify emissions hotspots, compare performance between service types and prioritise targeted reduction measures that have the greatest impact.

The 2025 results showed that emissions associated with all of our services decreased compared with the previous year. This reduction was driven primarily by improved data on employee commuting; previously we had to rely on estimates which turned out to be higher than reality.

2025 Baseline Year GHG emissions (tCO₂e)

Scope 1:

4.56

— 73% decrease from 16.57 tCO₂e in 2024

Scope 2:

0.00

— 100% decrease from 2.22 tCO₂e in 2024

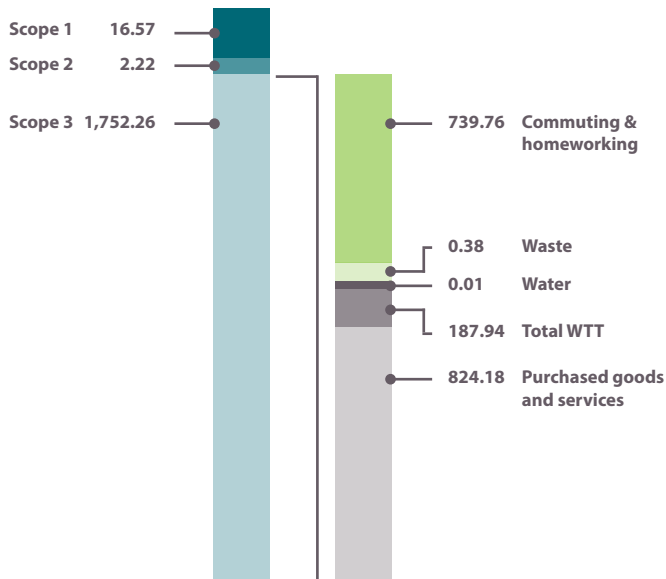
Scope 3:

689.33

— 61% decrease from 1752.26 tCO₂e in 2024

Greenzest's GHG Emissions

2024



2025

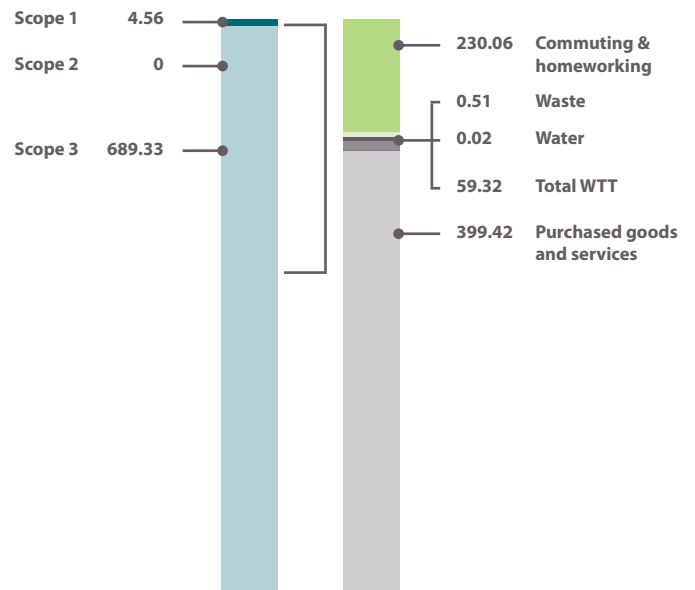
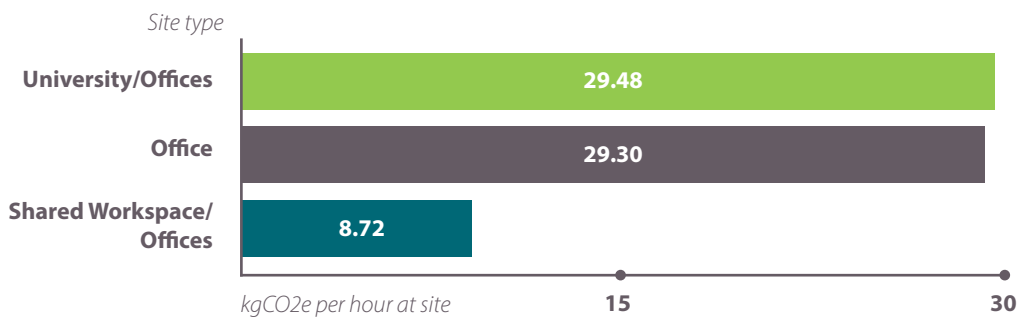


Figure 1: Our 2024 and 2025 Emissions by Source (tCO2e)

Lifecycle Assessment

2024



2025

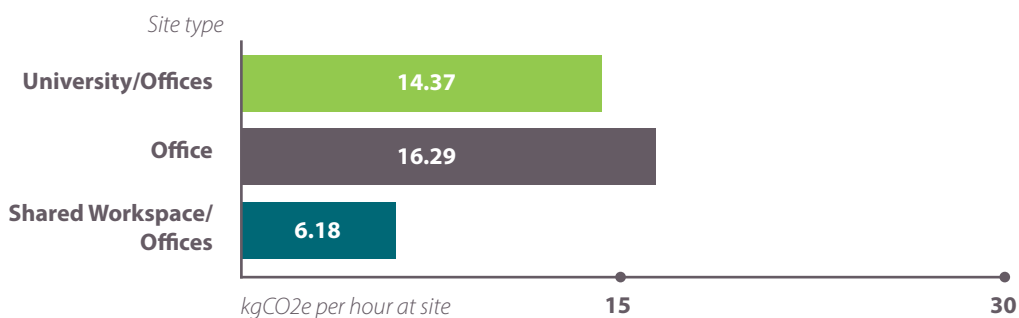


Figure 2: Our 2025 Lifecycle Assessment Emissions Intensity Per Hour at Site

Reducing our footprint

Our fully remote, digital operating model helps to reduce our environmental impact by removing the need for a physical office space. When in-person collaboration is needed, we work from customer sites, reflecting the strong relationships we have built and supporting both our commitment to Net Zero and our customer-first approach.

To support further reductions, we developed and implemented a Home Office Environmental Stewardship Policy and added Sustainable Commuting Guidelines to our employee handbook. We also included commuting guidance in staff training to help reduce emissions associated with travel, one of the most significant contributors to our footprint.

We also developed our 2025 carbon reduction plan, setting out a clear pathway for how we will reduce emissions in line with our Net Zero by 2050 ambition. The plan translates our greenhouse gas footprint and identifies concrete actions, timescales and responsibilities, providing a transparent framework for tracking progress and holding ourselves accountable over time.



Offsetting our emissions

In 2025, we offset 100% of our Scope 1, 2 and 3 emissions through Clean Development Mechanism-registered projects via Neutral Carbon Zone. This earned us Neutral Carbon Zone (NCZ) Platinum certification, an improvement from Gold last year by increasing the emissions with offset. We also funded and planted 150 native tree saplings in the Forest of Marston Vale with Tree in a Million via Neutral Carbon Zone (NCZ).

FOCUS FOR THE FUTURE

- We will continue to improve the accuracy of our carbon footprint by introducing a structured system to capture fuel data directly from fuel card statements and increasing the response rate to our staff commuting survey.
- We will reduce purchased goods and services emissions by performing an in-depth supply-chain analysis to identify potential efficiencies that can be made.
- We will be assigning regional responsibilities to some of our management team which will reduce the amount of commuting they need to do.
- We will develop and publish our 2026 carbon reduction plan.
- We will continue to use LCAs to identify ways to reduce the greenhouse gas emissions associated with our service offerings.

05 CUSTOMER

At Greenzest, we work in close partnership with our customers to meet their cleaning requirements while advancing their sustainability ambitions. Our way of working is grounded in transparency and collaboration, and is valued by many of our customers, with whom we have built long-standing relationships. We continually strive to ensure that our practices, products and performance align with the standards our customers expect, supporting them to create cleaner, safer and more sustainable spaces.

OUR PROGRESS

In 2025, we maintained our ISO 9001 certification, demonstrating our continued commitment to consistent quality management and reliable service delivery. We also renewed our Cyber Essentials certification, reinforcing our approach to data security and helping to protect our systems and customer information from common cyber threats.

We had planned to launch a Customer Satisfaction Survey to better understand customer needs and calculate our Net Promoter Score, but this was not executed due to competing business priorities. We plan to launch the survey in 2026.

FOCUS FOR THE FUTURE

- We will maintain our ISO 9001 and Cyber Essentials certifications.
- We aim to achieve ISO 27001 certification, the global standard for Information Security Management Systems in 2026.
- We will launch a customer satisfaction survey to better understand customer needs and collect our Net Promoter Score, so we can set a target and publicly report our progress annually. To maximise success, we will implement learnings from launching the internal eNPS survey in 2025.



ABOUT THIS REPORT

This impact report was informed by the B Corp movement's V1.6 standards.

This impact report provides an overview of Greenzest's progress in fulfilling its sustainability ambitions, detailing actions to address environmental and social topics. The actions detailed in this report were carried out by Greenzest during the time period 1st January to 31st December 2025, except where stated otherwise.

This report does not have external assurance.

For more information about our sustainability programme, please contact Andrew Henderson, Transformation and IT Director at sustainability@greenzest.co.uk
