

Environmental and Social Impact Plan 2025

Commitment / Goals

Always Responsive is committed to leading the commercial cleaning industry in sustainable, responsible practices, striving to be a force for good both socially and environmentally.

Carbon footprint 2023/2024 ("baseline")

Total emissions: 346 tonnes CO2e.

o 346 tonnes = 0.86 tonnes per employee

To bring this to life, annually this is the equivalent of 500 tonnes of bananas, 44,000 pairs of trainers, or 100 return flights from UK to Hong Kong.

Where are the emissions coming from?

- Energy usage total: 8.8 tonnes CO2 equivalent
- Gas 8.8: tonnes
- Electricity from renewables: 0 tonnes ("market-based methodology" i.e. actual renewables bought; 3.8 tonnes "location-based methodology" i.e. UK grid average)
- Travel using the company vehicle fleet: 120 tonnes CO2e (mixed fleet of petrol, diesel and hybrid)
- Waste 0.4 tonnes CO2e (approximate, as landfill weight is not measured)
- Materials purchased: 217 tonnes CO2e (key line items: toilet rolls, black bags, mop heads, paper towels, chemicals. Emissions approximate based on spend, not actual weight/quantities as not yet measured)
- Staff commuting (not yet measured; staff are usually local to their client sites)

Summary

Energy (gas) = 3.7%

Travel = 34.6%

Waste = 0.1%

Materials purchased = 62.7%

Environmental Impact

We have already taken a number of actions to reduce our emissions:

- We use renewable energy to heat and power our Bridgend head office, provided by Engie (which is certified zero emissions).
- We choose environmentally friendly cleaning chemicals, made locally by BioHygiene in Caerphilly. These are highly concentrated so they require less packaging, and all packaging is now recycled on client sites.
- We source 80% of our paper products from Kimberly-Clark which has science-based targets to reduce energy usage, source from sustainably-managed forests or use non-wood and recycled fibres, and reduce their industrial waste.
- We optimise clients' paper towel dispensers to reduce the number of towels used to dry hands, replacing them or adding inserts where necessary.
- We have eliminated single-use cleaning materials, e.g. we use microfibre cloths designed for 2000 washes.
- Staff receive induction training on recycling and minimising water usage on client sites.
- Staff are encouraged to car share or travel by bike or on foot to client sites.
- The company car fleet includes 2 EVs and 1 hybrid vehicle.
- We planted 400 trees to mark reaching the milestone of 400 staff in 2023.
- We achieved ISO 14001:2015 EMS certification.

Carbon Reduction Action Plan 2024 - 2030

We have a number of plans to further reduce our environmental impact in the coming years.

Short term:

As materials are a large part of our footprint, we will do the following:

- **Step one:** measure more accurately the quantity of key material categories bought (chemicals, paper, plastic bags), rather than relying on spend-based data.
- **When?** By the end of 2025.

- **Step two:** seek to understand the environmental impact of each category of product we purchase, in order to prioritise switching or reducing our usage of them. We will ask our suppliers for more information about their individual products, and their plans to reduce their footprint. Where we find that some materials are more environmentally damaging, we will aim to switch to alternatives.
- **When?** By end-2025.
- Train our account managers on our environmental impact and ambitions to encourage proactive discussions with our clients. Through these discussions we hope to find new ways to support their climate ambitions, help them with reporting requirements, and to work effectively together to accelerate environmental improvements.
- **When?** By the end of 2025.
- Improve our external communications to clients, to share what we have already started doing and commit to continuously improving our environmental impact. Update our website with a sustainability page, and talk about our actions in our monthly newsletter.
- **When?** By the end of 2025.

Medium-term (2-5 years):

- Support landlords with current plans to install solar on the roof in Bridgend (currently under investigation, late 2025).
- With our landlord's support, improving insulation in office units to reduce energy usage and improve thermal comfort all year round (2026).
- Retire the existing gas boiler at the end of life (approx. 2029) or sooner if excess electricity from solar can cost-effectively power electric heat sources instead.

Long-term (5 years+):

- When the EV charging infrastructure improves and electric & hybrid cars have higher battery capacity, and when costs reach parity with petrol vehicles we will migrate our company car fleet to electric cars. This is dependent on the rate of change of the car industry and charging infrastructure, e.g. people's ability to charge on-street, not rely on private drives.
- **When?** By 2030, but keep this under review.

Key risks/uncertainties/unknowns:

There are two areas of uncertainty:

- We rely on our suppliers providing accurate information on the impact of their products (chemicals and paper-based items), to help us prioritise improvements in what we purchase and how we use them.
- Significant reductions in our travel emissions will only happen when the national infrastructure improves for EV charging, and when electric vehicles come down in price. The timescales for these are unknown.

Community Impact:

- We already support our local community through these actions:
- Supporting local primary schools through the provision of books and equipment and delivering mock interviews for secondary school pupils.
- Christmas hamper donations.

In the coming years we intend to strengthen these actions:

- Arrange staff litter-picking sessions, potentially alongside key clients, to make an immediate improvement on our natural environment and show our commitment to change.
- **When?** 2025.
- To address the systemic lack of young workers coming into our industry, we will look into offering work experience placements for students or school leavers. We will also investigate offering apprenticeships alongside local training centres.
- **When?** 2025.
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- Explore B corp certification for the company, by reviewing our governance, social and environmental impact.
- **When?** Starting in 2025

Declaration and sign-off

This Environmental and Social Impact Plan has been reviewed and signed off by the board of directors (or equivalent).

Signed:

Position:

Date: