



HIVE
CLEANING

Impact Report 2024



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

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

We wanted to set a new Gold Standard in ethical, sustainable commercial cleaning and be the market leader in ethics, transparency, and good governance. Five years on, we're thrilled to have proof that we're walking the walk as the UK's highest-scoring B Corp-certified sustainable and ethical cleaning company, servicing over 100 customers across the capital.

And our clients, suppliers and employees love it!

From a standing start to a turnover of over £5 million in 6 years, we've grown incredibly thanks to our well-trained and highly motivated team. But we're not just about achievement and hard work. We look after and listen to staff, clients, and those around

And our clients, suppliers and employees love it!



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

us. We're proud to create a kind, caring, and safe space where everyone feels heard.

Devoted to environmental causes, our first B Corp Impact Report will outline the projects we've nurtured over the last 6 years; including our achievements towards Net Zero, our work on reducing carbon per employee, our beehive adoption programme, reforestation initiatives and our plans for the years ahead.

Business is NOT about size and costs but about doing business the right way—positively and successfully—by being an example to others.



What we do...

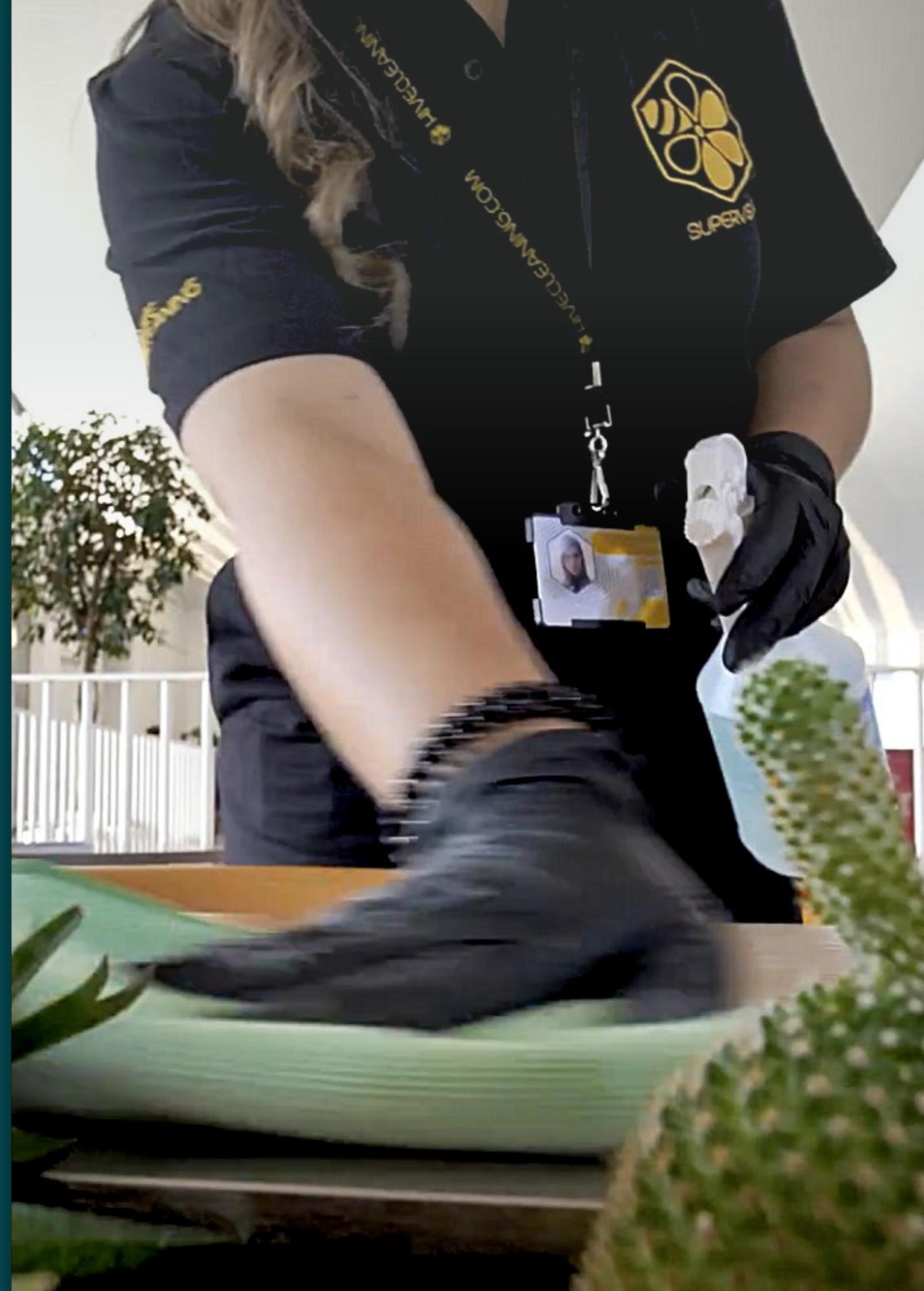
We are a commercial cleaning company founded on strong, sustainable and ethical principles. Our success is measured by our people, the clients we attract, how we care for the planet, how we treat each other, and our profitability.

HIVE Principles:

Immaculate Cleaning	Motivated and Valued Staff	Comprehensive Carbon Reduction Strategies
Innovative Green Technologies	Engaged Stakeholders	Transparent Governance

From the outset HIVE vowed to...

- ◆ **PAY ALL** employees the London Living Wage or above
- ◆ **ONLY** use non-toxic cleaning materials and products
- ◆ **CONTINUOUSLY** monitor, measure and reduce our carbon footprint
- ◆ **BE POSITIVE** contributors to the environment
- ◆ **BE TRANSPARENT** in everything we do, from quotations through to ESG reporting
- ◆ Work with **HONESTY, DEDICATION AND INTEGRITY**
- ◆ Work with partners who share our **VALUES**



Proud to be B Corp

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

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

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

Louis Beaumont (MD Hive Cleaning)



Given our approach to ethical and sustainable business practices, it was only natural for us to become B Corp certified. It was great to achieve the highest impact score among all UK cleaning and facilities companies—108.5!

We are in the third year of certification, and the benefits of belonging to a community have been tangible: working with like-minded businesses and continuously improving.

We have been working very hard to ensure we score even higher when recertifying and are following the changes to the B CORP assessment closely.

Overall B Impact Score

Hive Cleaning 108.5

Industry Average 81.1



Governance

Hive Cleaning 14

Industry Average 7.14



Workers

Hive Cleaning 18.3

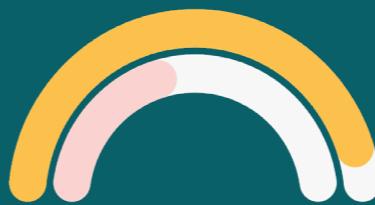
Industry Average 16.5



Community

Hive Cleaning 43

Industry Average 20.8



Environment

Hive Cleaning 31.2

Industry Average 14.4



Customers

Hive Cleaning 1.9

Industry Average 1.7



SDG Score

Hive Cleaning 39.8

Industry Average 29.2





3 Major Challenges for our Industry...

Climate
Change

Widespread
Use of
Plastic

Working
Conditions,
Prospects
& Pay

CLIMATE CHANGE

The Challenge:

- The last decade (2011-2020) was the warmest on record, and each of the last four decades has been warmer than any previous decade since 1850.
- Global warming exceeded 1.5C across the 12-month period between February 2023 and January 2024.
- The consequences of climate change now include, among others, intense droughts, water scarcity, severe fires, rising sea levels, flooding, melting polar ice, catastrophic storms and declining biodiversity.
- Human activity has caused this long-term climate change, mainly the widespread use of fossil fuels—coal, oil, and gas.
- While a growing number of countries are committing to net zero emissions by 2050, emissions must be cut in half by 2030 to keep warming below 1.5°C.
- Adapting to climate consequences protects people, homes, businesses, livelihoods, infrastructure and natural ecosystems.

(Sources: UN and BBC)

NET ZERO - THE GOAL

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

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

Net Zero in Scopes 1 & 2

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

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

UN Ambition Summit (20 Sept 23)

SCOPE 1 & 2



We've already achieved Net Zero in Scopes 1 and 2 in 2024 by:

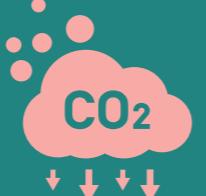
- Eradicating all gas use in the head office
- Using only an electric fleet
- Using only renewable electricity both for the head office and charging our electric vehicles.

SCOPE 3



BUSINESS TRAVEL & ACCOMMODATION (Scope 3)

All supplier or non-client facing meetings are conducted online, so we keep our travel mileage (all electric) as low as possible. As a result, we had no business accommodation costs and footprint.



COMMUTING (Scope 3)

All Hive staff use only public transport, cycle or walk to work. We match employees with client locations to minimise the commute, saving time for staff and generating less emissions. Along side promoting flexible/remote working, at Hive HQ.



WATER (Scope 3)

We reduced our water consumption by using water savers, reduced flushing cisterns, improved plumbing, running dishwashers on eco settings and only when full, and signage to remind everyone to turn off taps when not in use.



WASTE (Scope 3)

We are a Zero to Landfill company. We generate minimal waste and recycle 90% of all waste generated in HIVE HQ.

The remaining 10% goes to create energy from waste.





PURCHASES (Scope 3)

We've been tracking and measuring all Hive cleaning purchases using the Spend-based Methodology since 2017, and for the last two years, we have also been measuring them using the Market-based Methodology, both externally and internally.

RESULT:
0.018
kgCO₂
PER £



PlanetMark

Planet Mark Certification

We're proud to be certified for the 6th consecutive year, achieving Carbon Reduction per employee from 1.5tCO₂ to 0.2tCO₂ in 2018-2023 period.

RESULT:
0.2 tCO₂
PER
EMPLOYEE

60% REDUCTION



FUTURE REPORTING...

As carbon reporting improves year after year, with better legislation and better guidelines, we constantly reassess and improve our methodologies. For the last two years, we have measured our Scope 3 using both Spend-based and Activity-based methodologies internally and externally (with The Planet Mark), particularly focusing on the Purchases category as it is the only remaining category in our carbon footprint that we can work on reducing. More accurate data collection, measuring and calculating allows us to monitor our carbon reduction closely and ensure we are on track to Net Zero.

PREVALENCE OF PLASTIC

The Challenge:

Plastic has a significant negative impact on the planet, primarily due to its long-lasting, non-biodegradable nature. Most plastics take hundreds of years to decompose, leading to an accumulation of waste in landfills, oceans, and ecosystems. This waste not only harms wildlife, animals can ingest or become entangled in plastic, but it also contributes to pollution by breaking down into microplastics, which can contaminate water sources and enter the food chain.

Moreover, the production of plastic relies heavily on fossil fuels, contributing to greenhouse gas emissions and climate change.

The cleaning industry's reliance on plastic is driven by mass production and consumer demand for its low cost and perceived convenience. Most cleaning products come in plastic packaging, from spray bottles to detergent containers. Single-use plastics like disposable wipes and gloves are used for hygiene and safety. However, this contributes to a massive amount of plastic waste, which is not recycled. This excessive plastic usage in cleaning products exacerbates environmental pollution, making the industry a significant contributor to the global plastic crisis.



OUR SOLUTION: PLASTIC REDUCTION

Continuous plastic reduction is one of our priorities, and we have a comprehensive plan that includes the following strategic steps water,



TOUCAN ECO

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

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

Cleaning with Toucan is 100% non-toxic and significantly reduces the use of chemicals and single-use plastic. As a result, there is a 90% reduction in ready-to-use chemicals, and 1500 fewer plastic bottles are headed to landfill.

RESULT:
90%
REDUCTION

IN READY TO USE
CHEMICALS

RESULT:
1750
FEWER

SINGLE USE PLASTIC
BOTTLES



USING GLASS BOTTLES

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

RESULT:
3500
FEWER TO
LANDFILL

FEWER PLASTIC HAND SOAP BOTTLES HEADED TO LANDFILL



PLASTIC ZERO WITH THE PLASTIC BANK FOUNDATION

For the last five years, we attained Plastic Zero status through the Plastic Bank Foundation. We have stopped over a quarter of a million plastic bottles from entering the ocean and helped coastal communities

RESULT:
1000kg
PER YEAR

THAT'S THE EQUIVALENT OF 250,000 SINGLE-USE PLASTIC BOTTLES
(500ML) IN THE LAST 5 YEARS.



USING IMOPS

100% chemical free, use 4 times less water than conventional mop/bucket



USING GREENSPEED MICROFIBRE CLOTHS

High quality, virtually no microplastic emissions, and fully circular



USING SEEP DISHWASHING SPONGE SCOURERS

100% plastic-free, compostable, climate positive



CANAL CLEANING

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



USING &SISTER PRODUCTS

Eco-friendly, organic, plastic-free, sustainable period care



REUSABLE BOTTLES

Reusable water bottles for staff to reduce the use of plastic bottles

WORKING CONDITIONS, PROSPECTS & PAY

The Challenge:

The UK's commercial cleaning sector has a reputation for being underpaid, overworked, and undervalued. Cleaners work multiple jobs and extended hours just to get by.

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

Since the outbreak of COVID-19, demand for office cleaning has increased; however, cleaning tenders are often won on price, which means cleaning companies are trying to deliver at the lowest possible price.

And the people who experience the greatest impact? Cleaners.

THE LONDON LIVING WAGE, ANNOUNCED ON 24 OCTOBER 2024 IS £13.85 PER HOUR

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

Katherine Chapman, Living Wage Foundation Director

OUR SOLUTION: LOOKING AFTER OUR PEOPLE

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

A fundamental priority for us is paying fair wages, providing excellent benefits, training opportunities, equal pay, job flexibility, and robust worker health and safety practices. We are proud to be a London Living Wage Employer, meaning 100% of our workforce are paid this ethical rate or above.

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

Rob, (Professional Cleaner)





LONDON LIVING WAGE

From the very beginning, Hive Cleaning has been a London Living Wage (currently set to £13.85 per hour), and we're constantly monitoring it to ensure our employees have a good quality of life. It helps us attract and retain the best talent in the city!



EQUALITY, DIVERSITY & INCLUSION

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

Employees ages range from 17 – 70

26 nationalities

76% women

51% women owned company

78% women in management

100% equal pay



UHUB TRAINING

We use a City & Guilds Accredited bespoke cleaning sector training and engagement platform. Delivering clear, practical teaching modules based on industry-recognised best practice. 100% of our cleaners, supervisors and office staff complete it, along with our own bespoke in person training sessions.



INTERNAL PROMOTION

We are very proud of our successful internal training and career development structure. The majority of our management team have worked their way up through the company so understand all facets of the business from the shop floor to the board room.



FLEXIBLE WORKING

We match staff home addresses with client's work addresses to find the most convenient client sites for every employee, contributing to staff wellbeing and reducing our carbon footprint.



TIGHT KNOT TEAMS

Our teams are small, with each supervisor working with 15 cleaners and each area manager working with 2 supervisor. All the managers and supervisors have a company mobile phone and there is always someone available to talk to the cleaners.



REWARD SCHEMES

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

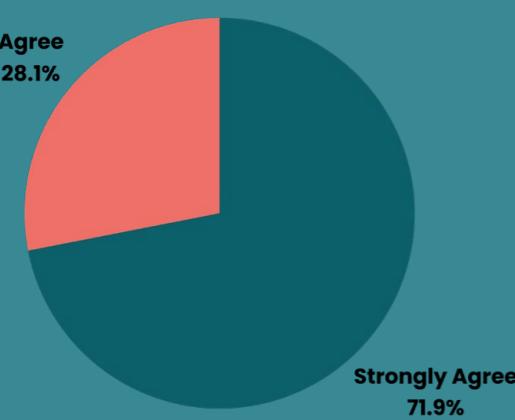


GUARANTEED HOURS

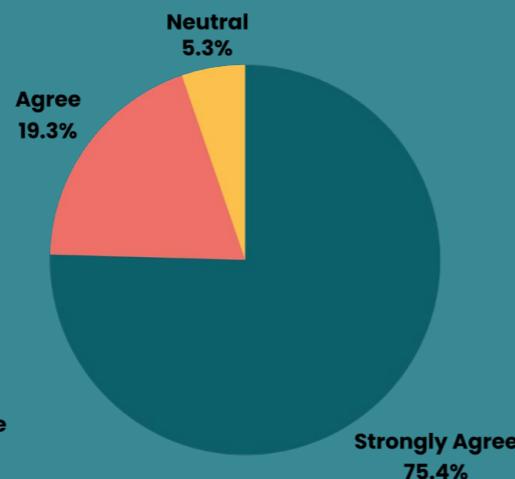
We don't offer zero hours contracts. We consistently offer our staff fixed hours, so they know the hours they're working, have stability and the reassurance of a regular wage.

HIGHER THAN INDUSTRY AVERAGE STAFF RETENTION

YOU LIKE WORKING FOR HIVE CLEANING LTD

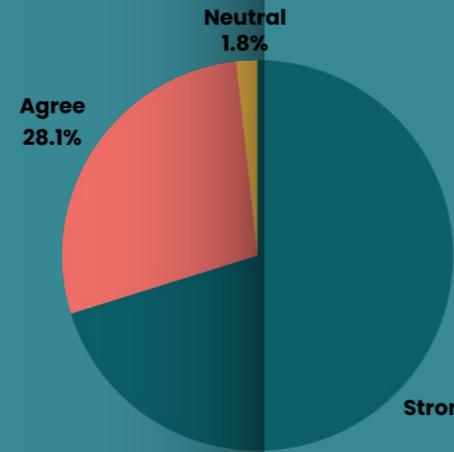


YOU FEEL SUPPORTED BY YOUR SUPERVISOR

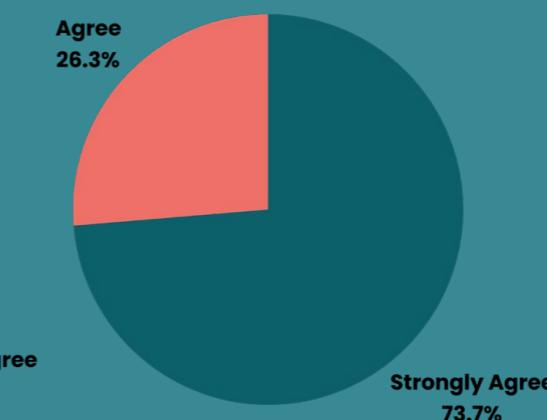


EMPLOYEE SURVEY RESULTS

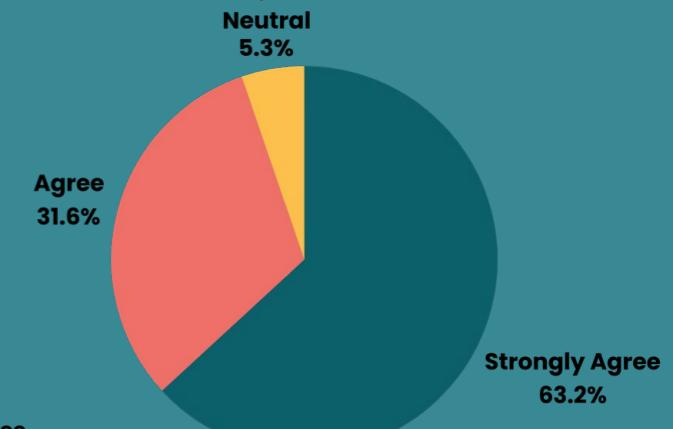
YOU ARE GIVEN ENOUGH TRAINING TO DO YOUR WORK WELL



YOU LIKE THE FACT THAT HIVE ARE AN ECO FRIENDLY COMPANY



YOU TRUST THAT HIVE TREATS ALL EMPLOYEES EQUALLY AND FAIRLY



BELONGING TO THE B CORP COMMUNITY

Since becoming a B Corp, our engagement with the community of like-minded people has increased, as it is only natural that B Corps attract each other and there are more opportunities for work and collaboration together.

Number of our clients has gone up by 33% and many of them are B CORPs.

Even more impressively, our major supply chain partners, Futures Supplies and Simply Washrooms are now both B Corp, with us closely working with Futures Supplies, consulting and advising them about the benefits and the process of becoming a B Corp.

Many products we buy via our suppliers are also B CORPs, such as Cheeky Panda sustainable bamboo products, &Sisters period care products....





Our Wider Impact

WE LOVE BEES!

BEEHIVES

One of our most popular initiatives is our urban bee scheme. We look after some 40 beehives based in a social enterprise in Kennington Park, London. We also organise regular beekeeper experience days for hundreds of customers, employees, and suppliers and engage our stakeholders in our sustainability journey. They love visiting the apiary, learning about beekeeping and the importance of pollinators and biodiversity, participating in the honey harvest, seeing their logos on beehives – and of course, taking home jars of delicious, sweet honey.



"Bees are a barometer of the health of our planet!"

**Louis Beaumont,
MD, Hive**

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



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



250 VISITORS TO OUR BEEKEEPER EXPERIENCE DAYS IN 2024



The Buzz of Our Wider Community

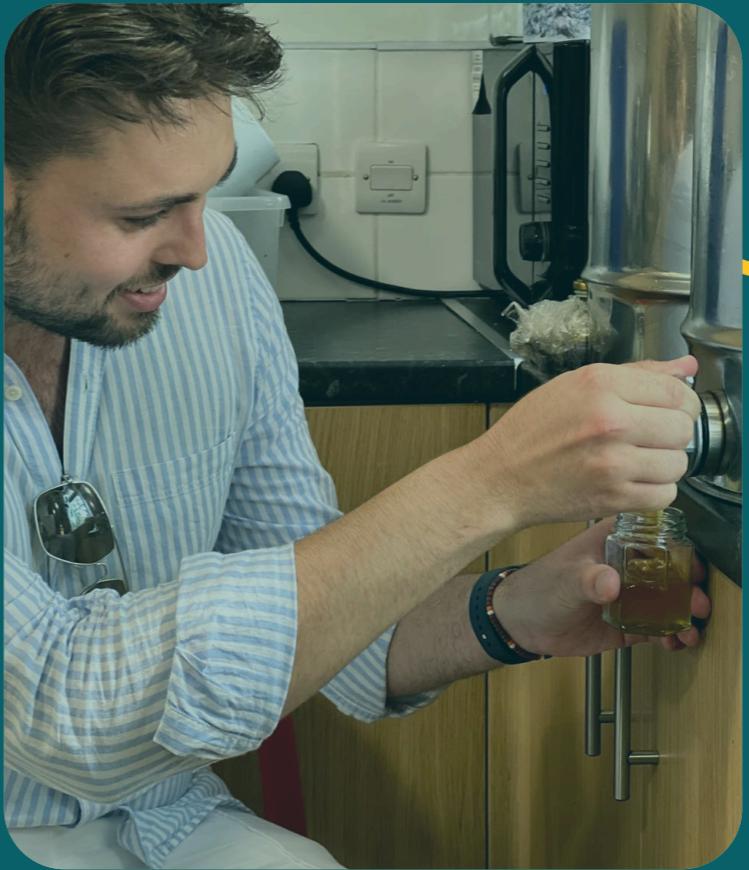
"We love everything Hive do, the beehive adoption is a brilliant initiative and we are delighted to be involved. It is so nice to work with a sustainability driven cleaning company."

FUTURES SUPPLIES



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

ILONA ROSE HOUSE – SOHO ESTATES



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

MAVEN

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

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

PLANET MARK



REFORESTATION, REWILDLING AND HEDGEROW RESTORATION

We have acquired a meadowland in Devon to transform it into a traditional broadleaf forest with the help of a team of volunteers. This new forest aims to sequester Carbon Dioxide from the atmosphere, augment the intrinsic beauty of the region, promote biodiversity, and rejuvenate habitats. Within last two years, we have planted 1000 trees, 8 different native species, and have restored 800 meters of hedgerow.

RESULT:
1000
NATIVE TREES
PLANTED

RESULT:
8
SPECIES
PLANTED

RESULT:
800m
OF
HEDGEROW

PLANS:
8,000
TREES BY
2038



Hive Wood will:

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

Working with Charities

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

CANAL CLEANING

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

SUPPORTING BIODIVERSITY

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



**Harper Asprey
Wildlife Rescue**



What our stakeholder say:

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

Epic Games UK

"Hive Cleaning are by far the best and most truly sustainable cleaning company I have ever come across. Their standards and customer care are impeccable and they look after people & planet amazingly well."

KOBA Space

"Hive have far exceeded our high expectations. Our values are closely aligned, they have excellent communication and nothing is too much trouble. They are very proactive and we couldn't be happier."

Institute of Physics

"Hive are great. If anything, we could help you by clearing up after ourselves much better, around the office."

Workman LLP

"Hive do a great job. Their team are friendly, responsive and deliver great standards. Their eco focused service delivery is clear to see and supported by their strong ESG credentials and leading B Corp status. They took time to understand our requirements and am pleased to say meet or exceed these.

Very happy to recommend."

Soho Estates

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

The Planet Mark

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

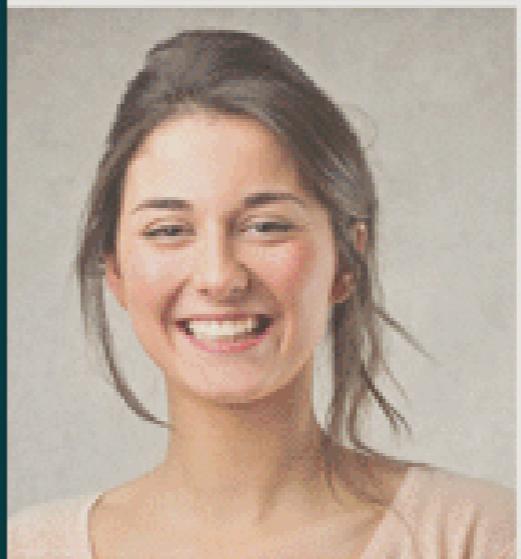
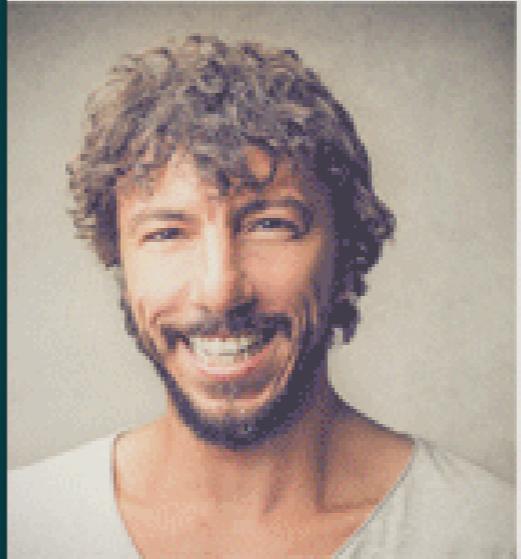
Mother London

"Amazing! Keep on doing what you do!"

Chorus Capital Management Ltd

"Hive have been with us for several years now, and we have a very good relationship with the team. The office is always kept to its best appearance"

Next Energy Group



Our 2025 Goals



GOVERNANCE

Continue and develop further our stakeholder engagement programme, focusing on ESG strategies.

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



WORKERS

Continue to evolve our rewards structure and benefits for all workers.

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

Continue the successful bi-annual staff feedback process and assess employees' satisfaction and happiness, aiming to outperform industry benchmarks.



ENVIRONMENT

Continue to engage with our suppliers to increase accuracy of their Activity-Based Data to improve our Scope 3 Carbon Emissions measurement and help us on our path to Net Zero with The Planet Mark.

Increase biodiversity by planting 1000 more trees and 500m of hedgerow.

Work further on our plastic reduction strategies.



COMMUNITY

Grow our beehive colonies and protect more urban bees.

Continue our beekeeper experience days for customers, employees and suppliers, increasing engagement to 350 people.

Increase engagement with our annual tree planting to include staff from every role.



CUSTOMERS

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

“ Tangible targets mean actual measurable results”

Dani Beaumont, FD Hive

Best Company 2024

We are thrilled to announce that Hive Cleaning has been crowned Best Company at The Planet Mark Awards! This prestigious recognition celebrates our commitment to comprehensive environmental, social impact, and governance strategies, and we couldn't be prouder of the fantastic Team Hive.

The awards ceremony, hailed by the Planet Mark team as their “best ever,” gathered over 400 attendees in a night full of energy, joy, and inspiration. Reflecting on the celebration, Planet Mark highlighted our unique approach of bringing care and attention to our work—a philosophy that shows in everything we do. We’re proud to report that our recent employee survey returned a remarkable 100% job satisfaction rate, reinforcing our commitment to creating a supportive, inclusive workplace where our people feel valued and inspired.

Winner Planet Mark Awards 2024



Best Company



Sponsored by:

Apax



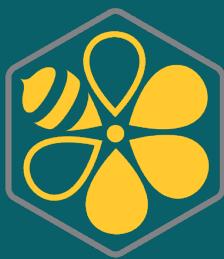
Thank you

Firstly, thank you for reading our 2024 B Corp Impact Report.

Secondly, big thanks to our team, customers and supply chain for collectively making HIVE an exceptional commercial cleaning company with the best ESG credentials!

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

Finally, thank you to our wider community of B Corp businesses who continue to inspire and educate us. There are many more great things to come!



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