

Julius Rutherford & Co

SECURE COMMERCIAL CLEANING®

Sustainability Report 2024



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Reporting Methodology

This document is the Julius Rutherfoord Sustainability Annual Report, presenting our sustainability performance for the year 2023, from January 1st to December 31st, in alignment with our 2023 financial year. It features insights from our CEO, an overview of our business, and our statutory annual report.

Our reporting adheres to the Global Reporting Initiative. We consider guidelines from various organisations, including:

- Government, Environmental Reporting Guidelines and Conversion Factors
- The Greenhouse Gas Protocol
- Global Reporting Initiative
- United Nations Sustainable Development Goals
- ISO 14064:2018

For questions related to this report or reported information, please contact **Vania Borges**, Quality, Sustainability & Environment Manager (vaniaborges@juliusrutherfoord.co.uk)

External Assurance

At Julius Rutherfoord & Co Ltd, we are committed to transparency and accuracy in our sustainability reporting. While we do not have external assurance for our overall sustainability reporting, our carbon footprint calculations are performed by an independent external consultancy. This ensures that our carbon emissions data is accurate and reliable.

Our policy for seeking external assurance involves consulting with the highest governance body and senior executives to determine the necessity and scope of assurance services. For our carbon footprint calculations, the external consultancy uses recognised international standards to provide a thorough and impartial review. The relationship between Julius Rutherfoord & Co Ltd and the assurance provider is strictly professional, maintaining the independence necessary for objective and unbiased conclusions.

Restatements of Information

We have expanded our Scope 3 emissions measurement to include all emissions from suppliers and commuting. As a result, a new baseline has been established to ensure comprehensive reporting. Additionally, we have changed our reporting period to January to December 2023 to align with our financial year. This report marks Julius Rutherfoord & Co Ltd first Sustainability Report following GRI Standards.

Determination of Material Topics

As this is our first year reporting, we identified material topics based on their significance, relevance to our business, and their actual and potential impact on the environment, economy, and people. This process also considered our existing aspect identification register and combined risk register. Since this is our first time following the Standard as a new internal procedure, we anticipate potential changes to the selection of these topics in the next reporting period. These changes will be aimed at fully complying with the Standard and will involve expanding our vision by including a broader range of stakeholders and areas considered in the determination of material topics.

Through our internal procedure, we have identified the following material topics for this reporting period:

- GRI 302: Energy
- GRI 305: Emissions
- GRI 306: Waste
- GRI 403: Occupational Health and Safety

These topics were chosen for their high significance and their potential impact on our environmental and social performance.

Policy Framework

Julius Rutherfoord & Co. has established a comprehensive set of policies to guide its operations in a socially and environmentally responsible manner. These policies include:



Our Commitment

Strategy, Policies, and Practice

Our policy commitments, approved by the Managing Director, reflect the senior leadership's dedication to maintaining these standards. These policies are publicly accessible at www.juliusrutherfoord.co.uk. If certain policies are not published, it may be due to ongoing reviews or confidentiality considerations.

These commitments apply to all internal operations and extend to our business relationships, including partners, suppliers, and contractors. We ensure that all relevant parties understand and adhere to these commitments through training, internal communications, and public disclosures. This approach guarantees that everyone associated with JR is aware of and respects our standards for responsible business conduct.

Policy Commitments and Responsible Business Conduct

Our policy commitments are integrated into all aspects of our operations and business relationships. This integration begins with clearly defined responsibilities at various levels of the company. Senior leadership sets the strategic direction and is accountable for compliance with our ethical standards. Specific departments and teams are responsible for implementing these commitments in their respective areas, ensuring a cohesive and coordinated approach across the company.

To further embed these commitments, we incorporate them into our company strategies, operational policies, and procedures. This includes integrating ethical considerations into our core business strategies, decision-making processes, and daily operations.

In our business relationships, we ensure our partners, suppliers, and contractors uphold our commitments by clearly communicating our standards and expectations, as well as through contractual agreements requiring adherence to these principles. We actively engage with our business partners to promote and implement these commitments, fostering a culture of responsibility throughout our supply chain and broader business system.

Training is essential for the successful implementation of our policy commitments. We offer specialised training for key personnel, equipping them with the knowledge and tools necessary to support our responsible business conduct standards.

Remediation and Grievance Management

We are committed to addressing and remedying any negative impacts we may have caused or contributed to. This includes a clear strategy for identifying and addressing such impacts, ensuring accountability and transparency in our operations. We can provide or cooperate in remediation efforts by implementing corrective actions. Our approach is proactive and comprehensive, focusing on mitigating harm and fostering positive outcomes.

To manage grievances effectively, we have established mechanisms to identify, address, and resolve issues raised by stakeholders. Our grievance process includes a direct line to HR, and appropriate and impartial grievance officers to ensure accessibility and responsiveness. These channels are available to all stakeholders, including employees, community members, and business partners, providing a formal avenue for raising concerns. Additionally, we collaborate with an external HR consultancy company to provide expertise and support in managing and resolving grievances.

Non-Compliance with Laws and Regulations

Transparency and accountability are fundamental to our operations, especially in managing and reporting non-compliance with laws and regulations. During the reporting period, no significant instances of non-compliance were recorded.

At Julius Rutherfoord, we recognise that sustainability is not just a goal but a fundamental aspect of our operations and corporate identity. As a leading provider of cleaning services to commercial and educational premises in the London area, we understand our responsibility to contribute positively to the environment, our employees, and the communities we serve.



Environmental Stewardship

We are committed to reducing our environmental footprint through innovative practices and continuous improvement. This includes our efforts in fleet electrification, sourcing 100% renewable energy, and maintaining a zero-to-landfill waste policy. By embracing sustainable products and practices, we aim to lead by example in the commercial cleaning industry.



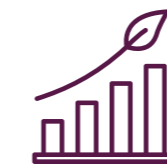
Social Responsibility

Our people are at the heart of everything we do. We strive to create a supportive and inclusive workplace where every employee feels valued and empowered. Through initiatives like our "Thank you Cleaners day", Star Awards, and comprehensive training programs, we ensure our team members are engaged, motivated, and equipped to deliver exceptional service.



Governance and Ethics

Strong governance and ethical practices are the cornerstones of our business. We are dedicated to upholding the highest standards of corporate governance, transparency, and accountability. Our governance framework ensures that we operate with integrity, transparency and in the best interests of all our stakeholders.



Continuous Improvement

Sustainability is a journey, and we are committed to continuous improvement. We regularly review and refine our practices to align with emerging best practices and stakeholder expectations. By setting ambitious targets and rigorously tracking our progress, we aim to drive meaningful change and make a lasting positive impact.



Collaboration and Innovation

We believe that collaboration and innovation are key to achieving our sustainability goals. We work closely with our clients, suppliers, and industry partners to develop and implement sustainable solutions. Together, we can create a cleaner, healthier, and more sustainable future.

In this report, we present our sustainability achievements, challenges, and future aspirations. We invite you to join us on this journey and share in our commitment to making a positive difference. Thank you for your continued support and partnership.

Sincerely,
Chris Jarvis
Managing Director



What Do We Do?

Julius Rutherford & Co Ltd¹ is a subsidiary company in commercial cleaning, proudly serving the area of Greater London. Our sole focus on cleaning services allows us to channel all resources into continuous improvement and innovation. With over 29 years of industry experience, we have developed robust quality, health & safety, and environmental management systems, all accredited by ISO standards (ISO 9001, ISO 14001 and ISO 45001).

Sectors of Activity

Julius Rutherford operates predominantly in the following sectors:



Educational Sector

Serving schools, colleges, and universities, accounting for **50%** of our operations.



Commercial Sector

Cleaning offices, legal institutions, and charities, making up **45%** of our operations.



Housing Sector

Providing cleaning services to residential properties, representing **5%** of our operations.

Our commercial clients include prestigious regulatory bodies like the Financial Services Compensation Scheme and The Nursing and Midwifery Council, esteemed legal institutions such as The Honourable Society of the Inner Temple, and renowned charities including The Institute of Cancer Research, Amnesty International Secretariat, and Battersea Dogs & Cats Home.



We offer a comprehensive range of services tailored to meet our clients diverse needs:

- Daily Premises Cleaning
- Deep & Periodic Cleaning
- Hard & Resilient Floor Maintenance
- Carpet Cleaning
- Entrance Mat Supply & Cleaning
- Porterage Services
- Housekeeping
- Janitorial Services
- Kitchen Deep Cleans
- Company Flat Cleans
- Computer Cleans
- Data/Server Room Cleans
- Laboratory Cleaning
- Blinds & Curtains Cleaning
- Chandelier & Light Cleaning
- Upholstery Cleaning
- Laundry Services
- Washroom Services/Deep Cleans
- Window Cleaning: Reach and Wash, Abseiling, Cradle Work
- Waste & Recycling Management
- Grounds Maintenance
- Pest Control

Supply Chain Description

The supply chain of Julius Rutherford plays a critical role in our operations, ensuring a continuous supply of high-quality cleaning products and equipment that are essential for our services. We collaborate with approximately 165 suppliers who provide a wide range of necessary items, including cleaning chemicals, equipment, uniforms, personal protective equipment (PPE), and external expert support services. These suppliers are chosen and tracked on their quality, health & safety, and environmental responsibility.

Our relationships with suppliers are largely long-term and contractual, fostering a dependable and consistent supply chain. The average tenure of our top 80% suppliers is 63.53 months, highlighting the stability and strength of these partnerships. This approach enables us to uphold our service quality and respond promptly to any operational requirements. Vast majority of our suppliers are based in the United Kingdom, with 68% classified as local suppliers. During the reporting period, we invested approximately £4.8 million in our supply chain, highlighting our substantial commitment to provide the best possible services to our clients while also taking care of our employees wellbeing.

Downstream Entities and Their Activities

Downstream entities play a vital role in the value chain of Julius Rutherford, encompassing the wide range of clients who benefit from our services. We serve around 305 sites annually, including educational institutions, commercial entities, and residential property. These clients rely on our expertise to maintain cleanliness and hygiene in their facilities, ensuring safe and welcoming environments for their occupants.

Our relationships with downstream entities are predominantly long-term and contractual, with many clients renewing their service agreements annually. This reflects the trust and satisfaction they have in our services. In addition to ongoing contracts, we also undertake project-based assignments for specific cleaning tasks or one-time events, demonstrating our flexibility and adaptation to client needs.

Other Relevant Business Relationships

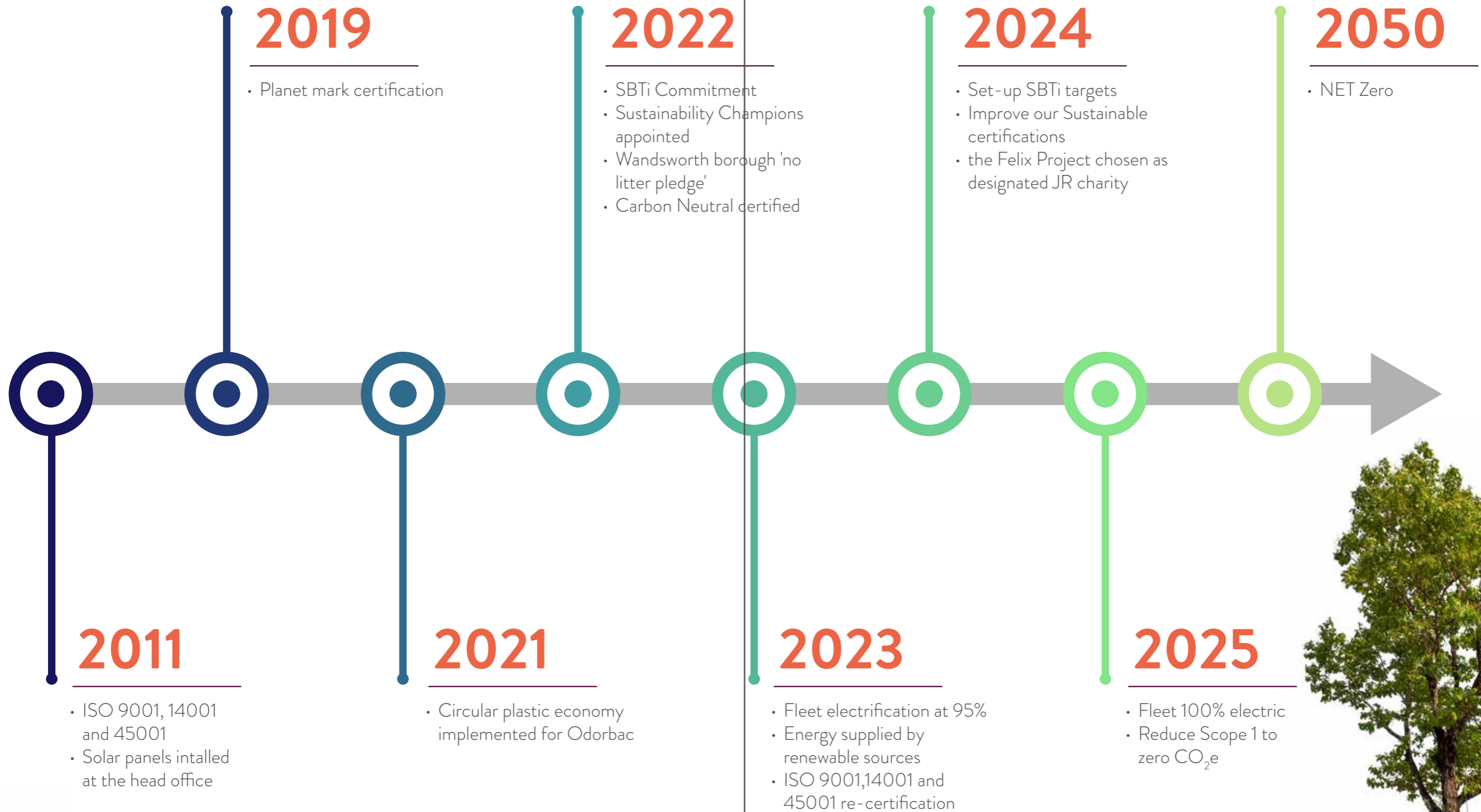
Beyond our immediate supply chain and client base, Julius Rutherford engages in several key business relationships that enhance our operational capabilities and industry standing. We collaborate with technology providers to implement advanced and unique technological features such as face recognition software, which streamline our operations and improve service delivery.

Furthermore, our membership in industry associations such as the British Institute of Cleaning Science (BICSc) ensures that we stay alongside the latest industry standards and best practices, reinforcing our commitment to excellence.

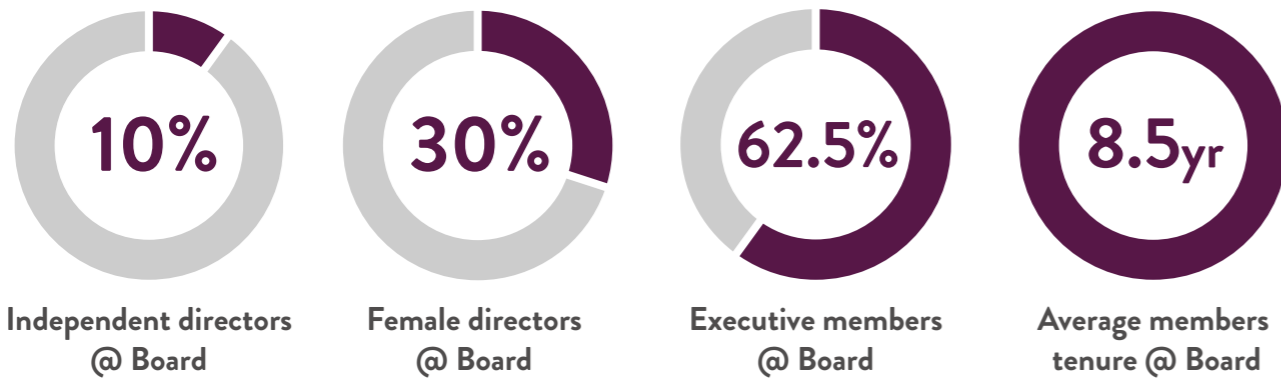


¹Julius Rutherford & Co Ltd is a subsidiary company of Beilby Marsham Ltd, headquartered at The Tramshed, 12 Ingate Place, Battersea, London, SW8 3NS.

Our Journey



Governance Structure and Composition



2024 Commitment:

Mandating annual corporate governance training for all board members, with the goal of 50% participation in 2024, focusing on sustainable development, current best practices, legal requirements, and emerging issues. By the end of 2025, JR commits to having 70% of the Board’s performance evaluation based on self-assessments and department KPIs.

The highest level of corporate oversight at Julius Rutherford is held by the Board of Directors dedicated to various aspects of governance. This is supported by other groups and committees such as the QHSSE committee responsible for all matters regarding Quality, Health&Safety, Sustainability and Environment and the Health&Safety meeting group.

Composition and Independence of the Board

The Board of Directors at JR consist of both executive and non-executive members, ensuring a diverse range of expertise, experience, high ethical values, fairness, and integrity. The Board’s size is designed for efficient and effective functioning, with 62.5% of the Board being executive members in 2023. To ensure transparency and objectivity in governance, the Board’s composition should also include independent members. In 2023, 10.0% of JR Board members were independent. These independent directors are vital for providing unbiased oversight and ensuring that the Board’s decisions are made with accountability and integrity.

The criteria for independence include:

- Not an employee of the company
- No conflicts of interest
- No family ties to executives
- No significant shareholdings
- No affiliations with major suppliers, customers, or funded non-profits.

The Board of Directors composition includes Founding Directors, the Managing Director, and several other Directors who oversee various departments within the company. The average tenure of Board members is 8.5 years, with a range from 1 to 29 years, providing a blend of long-term experience and new perspectives. The gender composition of the Board is 70.0% male and 30.0% female. The current composition demonstrates significant progress toward achieving gender balance and reflects ongoing efforts to improve inclusivity.

Competencies and Responsibilities of Board Members

Board members should possess essential competencies for managing JR’s impact on the economy, environment, and society. These include expertise in environmental management, social responsibility, governance, and financial oversight. They must also excel in streamlining operations, driving innovation, and maintaining strong customer relations.

Regarding the selection of candidates for the Board of Directors or Committee members, the candidates are selected based on personal qualities, capabilities, competency, experience, and record of achievements required for the position. The candidates selection is then proposed to and approved by the Board of Directors.

In keeping with their fiduciary duty, the Board of Directors is responsible for increasing the JR sustainable growth and increasing enterprise value. They oversee the performance of overall management and make decisions on important matters specified in laws, regulations, the Articles of Association, and remaining internal management policies.

The chair of the highest governance body is the Managing Director, a senior executive at JR. He holds several key roles within the company, including overseeing all departments, ensuring Health & Safety compliance, and managing GDPR responsibilities. This arrangement results of his central role as the primary decision-maker. Conflicts of interest are prevented and mitigated through established internal procedures and policies.



Governance Data

Oversight in Sustainable Development

The Board of Directors and QHSSE Committee play a critical role in developing, approving, and updating Julius Rutherford's purpose, value, or mission statements, strategies, policies, and goals related to sustainable development. They oversee JR's processes to identify and manage the JR impacts on the economy, environment, and people, engaging with stakeholders and reviewing the effectiveness of these processes on a yearly basis.

The Board delegates responsibility for managing JR's impacts on the economy, environment, and people to executive and non-executive employees. This separation of oversight and execution functions ensures appropriate business conduct. Executives and non-executive employees report back to the highest governance body monthly during Board meetings.

The highest governance body is responsible for reviewing and approving the reported information, including JR material topics. The process involves the following steps:

1. Review for Accuracy and Materiality: The information is carefully reviewed to ensure its accuracy and relevance.
2. Feedback and Revisions: Feedback is provided, and necessary revisions are made.
3. Final Approval: The Board meeting gives the final approval for the report.

Conflicts of Interest and Critical Concerns

The highest governance body ensures that conflicts of interest are prevented and mitigated through established processes. Conflicts of interest are disclosed to stakeholders, including cross-board membership, cross-shareholding with suppliers and other stakeholders, the existence of controlling shareholders, and related parties, their relationships, transactions, and outstanding balances.

In addition to managing conflicts of interest, Julius Rutherford has established procedures for handling critical concerns through its Grievance Policy and Whistleblowing Policy. These policies provide a structured approach for employees and stakeholders to report significant issues or misconduct confidentially and safely.

During the current reporting period, no critical concerns were communicated through these channels. This absence of reported issues suggests that no substantial problems or violations have surfaced that require immediate action from the Board of Directors. Nevertheless, the company remains vigilant in promoting an open and transparent environment where concerns can be raised freely, and issues are addressed promptly to uphold ethical standards and company integrity.

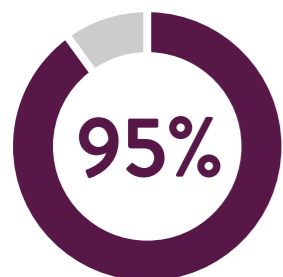
Evaluation of Board Performance and Effectiveness

The effectiveness of the Board of Directors in overseeing the management of JR's impacts on the economy, environment, and people is assessed through performance evaluations and department key performance indicators (KPIs). This includes self-assessments conducted by the Board members.

	2023	2022
Board of Directors (% women)	30.0%	28.6%
Board of Directors (% men)	70.0%	71.4%
Executive Committee (% women)	25.0%	25.0%
Executive Committee (% men)	75.0%	75.0%
In senior executive leadership positions (% women)	37.5%	37.5%
In senior executive leadership positions (% men)	62.5%	62.5%
In management positions (% women)	40.0%	33.3%
In management positions (% men)	60.0%	66.7%
Employees overall (% women)	63.5%	51.0%
Employees overall (% men)	36.4%	29.2%



Environment Highlights



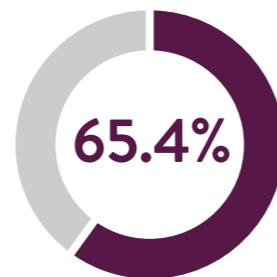
Fleet Electrification

x4

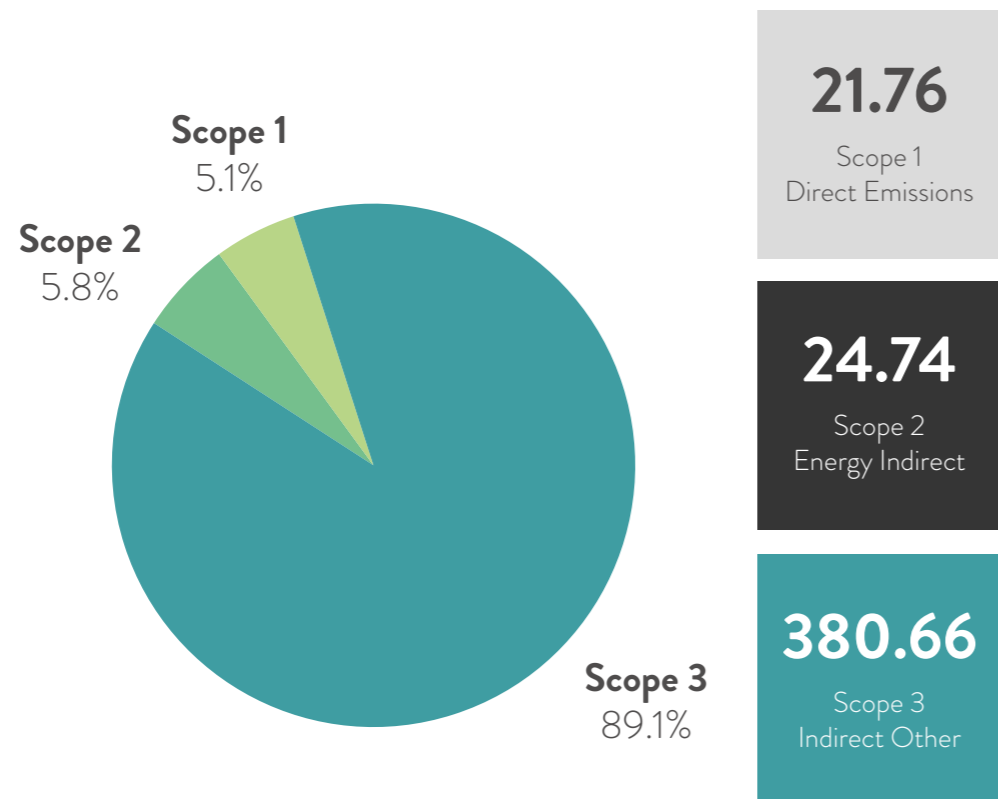
Charging Points at HO



Energy renewable sources



Recycling rate



Total Carbon Footprint
427.16 tCO₂e

GHG Emissions 2023 - 427.16 tCO₂e
GHG Emissions per FTE - 3.29 tCO₂e
Completed June 2024

Energy

2024 Commitment

We are committed to using 100% renewable energy in 2024 and aim to decrease energy consumption at the head office by 2% in 2024.

Fleet Electrification @ 95%

With growing concerns about the environmental impact of our fleet, Julius Rutherford has made significant steps toward sustainability over the past few years. Initially utilising non-renewable and hybrid cars, we decided to test electric vehicles for our operation teams. The success of these tests led to a substantial shift, and by the end of 2022, 48% of our fleet was electrified.

We are now thrilled to announce that by the end of 2023, 95% of Julius Rutherford's fleet has been electrified. This milestone represents our ongoing commitment to sustainability and reducing our carbon footprint.

Charging Points Quadrupled

In anticipation of the increased demand from our transition to electric vehicles, we quadrupled the number of charging points at our head office in January 2023. This proactive measure ensured that our electric fleet remained efficient and fully operational, supporting our goal of a greener future. By investing in fleet electrification and expanding our charging infrastructure, we are taking concrete steps toward a more sustainable and environmentally responsible operation. This led us to closely examine our overall energy consumption.

Fleet Quantifiable Achievements

By transitioning our fleet to electric vehicles, we saw a dramatic reduction in our fuel consumption and corresponding carbon emissions. To quantify the achievements of our project, we compared fleet energy consumption and carbon footprints over two annual periods: June 2022 - May 2023 and June 2023 - May 2024.

Energy Consumption:

- June 2022 - May 2023: 47.6 GJ (electric) + 671.4 GJ (fossil fuels) = 719.0 GJ
- June 2023 - May 2024: 188.4 GJ (electric) + 47.5 GJ (fossil fuels) = 235.8 GJ

This represents a reduction in fossil fuel consumption by 623.9 GJ (approximately 93%) and an increase in electric energy usage by 140.7 GJ (approximately 75%). Overall, the total energy consumption of our fleet decreased from 719.0 GJ in the first period to 235.8 GJ in the second period, marking a reduction of 483.2 GJ, or approximately 67% less total energy consumed year-over-year.

Carbon Footprint

Our fleet's carbon footprint (location-based) has seen a significant reduction, decreasing from 64.3 tCO₂e to 16.1 tCO₂e. This reduction of 48.1 tCO₂e, or nearly 75%, is largely attributed to our decreased reliance on fossil fuels and the increased use of electric energy.

Reduction in tCO₂e:

- From initial to reduced (location-based): 48.1 tCO₂e
- From initial to market-based with renewables: 54.0 tCO₂e

Percentage Reduction:

- Location-based: 75%
- Market-based with renewables: 84%

However, if we consider that 52% of the energy consumed by our electric fleet from June 2023 to May 2024 was charged using our chargers at the head office, and that since June 10, 2023, our head office has been powered by renewable energy, approximately 50.7% of the total energy consumed by our electric fleet was sourced from renewables. This has further reduced our carbon footprint (market-based) by 84%, from the initial 64.3 tCO₂e to 10.2 tCO₂e. This substantial decrease is due to renewable energy sources supported by REGO certificates.

Benefits and Impacts of Fleet Electrification

We consider that the immediate beneficiaries of this project are Julius Rutherford and its employees, who now enjoy a greener, more sustainable work environment. Furthermore, the company benefits from a significant reduction in greenhouse gas emissions, bringing us closer to our net zero target. By aligning with global sustainability goals and regulations, we also ensure our long-term viability and resilience in a rapidly evolving regulatory landscape.

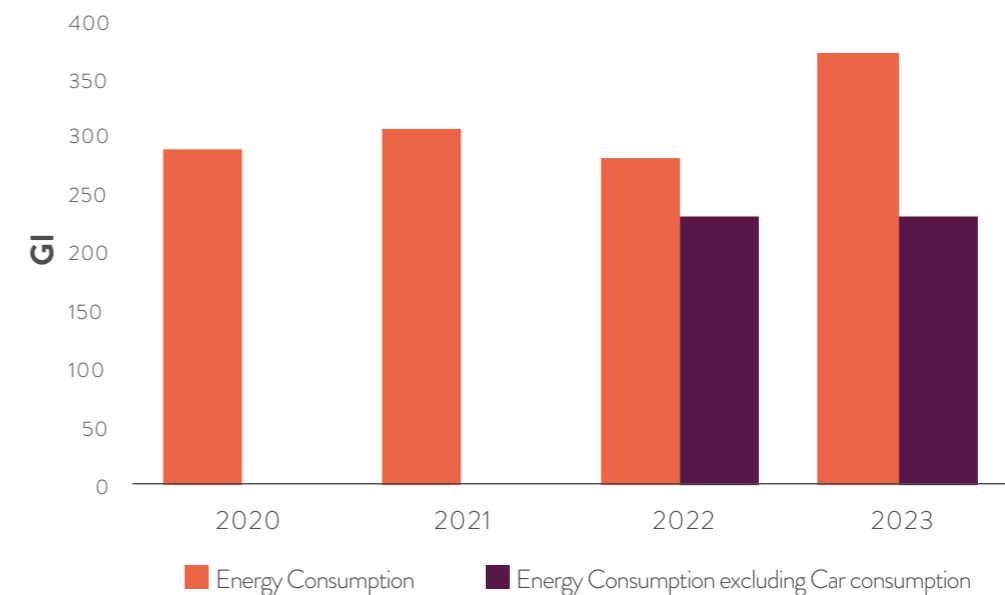
The broader environmental impact includes a significant reduction in greenhouse gas emissions, contributing substantially to climate change mitigation. Reducing emissions not only helps in meeting our sustainability goals but also aligns with broader global efforts to reduce greenhouse gas concentrations in the atmosphere. Additionally, the transition from fossil fuel-powered vehicles to electric vehicles reduces noise and the emission of air pollutants such as NO_x and particulate matter, leading to improved air quality and public health in the communities we operate. By consuming less fossil fuel, we reduce the extraction and refinement of non-renewable resources, supporting the conservation of natural resources and promoting the use of sustainable energy.



Energy consumption

We observed a 35% increase in total energy consumption in 2023 compared to 2022. To better understand this increase, we divided energy consumption into two categories: energy used at the head office and energy used for the charging points.

The results showed a 0.1% decrease in energy consumption at the head office (excluding car consumption) compared to 2022, indicating a stabilisation of energy usage within head office operations, which include lighting, AC, heating, appliances, desk computers, between other equipment. This division in Energy consumption allows us to set more realistic and directed energy goals for 2024.



With the stabilisation of energy consumption at our Head Office (excluding car consumption), we anticipated increased pressure from replacing our fossil fuel fleet with electric vehicles. As a result, the increase of our fleet electrification by 47% in 2023, and a fourfold increase in the number and power of our charging points at the Head Office during the same period, led to a subsequent 35% increase in our head office energy consumption.

We Are Now Fully Renewable Supplied

To minimise the carbon footprint from this increase, starting in June 2023, all energy supplied to our head office was sourced from renewable energy, primarily generated by biomass plants and wind farms. This energy is provided by EON and backed by REGO certificates. This means that 54% of the energy used at our head office in 2023 was from renewable sources, with the expectation that this number will increase to 100% in 2024.

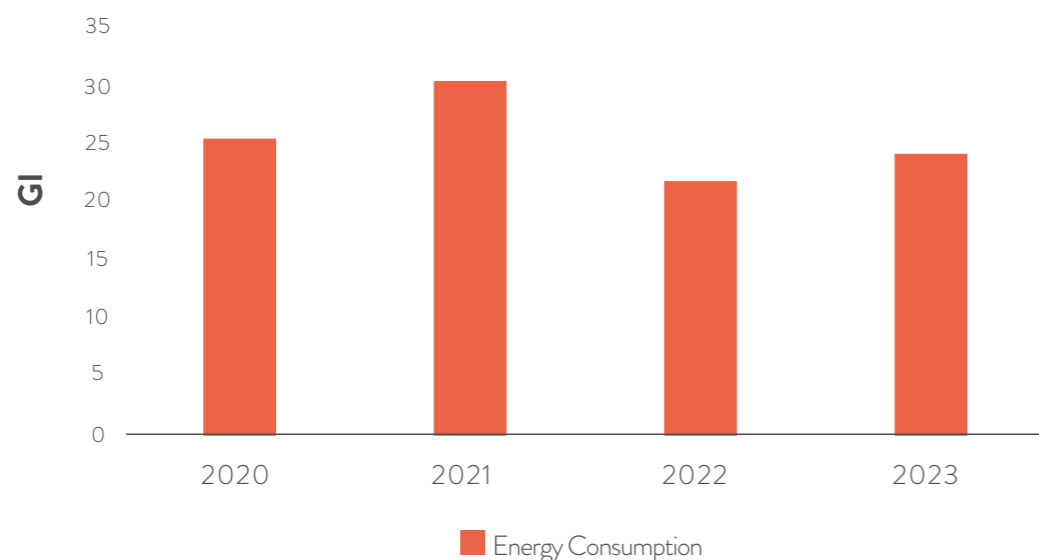
- 172.4 GJ non-renewable sources from January to June 2023
- 199.4 GJ renewable energy from June to December 2023

We can see that all our decisions are interlinked, and increasing our electrified fleet has led to a series of subsequent actions to minimise further impacts.

Energy Data

Solar Panels

Julius Rutherford's commitment to energy sustainability is longstanding. In 2023, we marked the 12th anniversary of installing 36 solar panels on the company roof, covering approximately 60 sqm. These solar panels are carefully maintained and cleaned to ensure they produce at optimal capacity. In 2023, we have generated 24.5 GJ of energy sold to the grid.



Actual and Potential Impacts

Our shift towards renewable energy and fleet electrification has several positive impacts. Economically, we support green energy markets and promote technological innovation. Environmentally, transitioning to 100% renewable energy reduces greenhouse gas emissions, minimises our carbon footprint, and lowers air pollution levels. For our employees, working in a sustainable environment enhances health and well-being, and our commitment to renewable energy.

However, there are also associated negative impacts. Economically, the investment in electric vehicles and renewable energy was slightly higher than with previous options. Environmentally, the production and disposal of renewable infrastructure and EV batteries can have impacts such as resource extraction and waste management issues. For our employees, transitioning to new technologies required retraining and adaptation, causing short-term disruptions.

Tracking the Effectiveness of Actions Taken

We use several processes to track the effectiveness of our actions. This includes external energy audits scheduled for March 2024, which assess consumption patterns and provide new opportunities and ideas to reduce our energy usage. Our goals, targets, and indicators involve monitoring energy consumption at the head office, aiming for a 2% reduction by the end of 2024, and tracking the percentage of energy sourced from renewable providers, targeting 100% by 2024. We produce internal quarterly reports and hold QHSSE meetings to analyse energy consumption and fleet data, evaluate our progress towards these targets, and identify successful strategies and areas needing improvement.

	2023	2022	Target/kpi
Total Energy consumption (GJ)¹	347.4	258.3	
Non-renewable sources (GJ)	148.0	258.3	
Renewable sources (GJ)	199.4	0	100% by 2024
Electricity sold (GJ)	24.5	22.2	
Energy excluding electric fleet consumption (GJ)	230.2	230.3	2% decrease by 2024
Business travel, consumption within JR (GJ)	83.3	38.4	
Business travel, consumption outside JR (GJ)	58.3	18.3	

¹Total Energy consumption was calculated based on the GRI 302 Standards: Energy 2016



Waste

2024 Commitment

In 2023, we set a target of 65% for our recycling rate and successfully achieved 65.4%. Building on this progress, we are committed to reaching a 70% recycling rate by the end of 2024.

At Julius Rutherford, sustainable waste management is integral to our overall sustainability efforts. We aim to minimise waste generation, enhance recycling rates, and ensure proper disposal of all waste types produced by our operations. This chapter provides an overview of our waste management approach, commitments, and actions taken to achieve our goals.

Tracking Effectiveness

We monitor the effectiveness of our waste management initiatives through a waste tracking system that records waste generation and recycling rates. Regular performance reviews with our waste management partners ensure compliance with contractual and legislative obligations.

With our 2023 target achieved, achieving a 65.4% recycling rate, we are on track to meet our 2024 goal of 70% recycling rate. Enhanced staff training and awareness have been fundamental in improving recycling rates, and regular audits help identify gaps and implement corrective measures promptly. Ultimately, the success of our waste management strategy relies heavily on employee awareness and engagement in waste management practices.

Stakeholder Engagement

Engaging with stakeholders, including employees, clients, and waste management partners, is crucial to determining our waste management actions. We regularly gather feedback from these groups and hold consultations with our waste management partners to assess the effectiveness of our initiatives and identify areas for improvement, with the waste audits provided by our waste management providers.

The due diligence annual audits conducted on our waste management providers are useful for us to ensure our waste is being managed responsibly and in compliance with environmental, sustainability and health and safety standards.



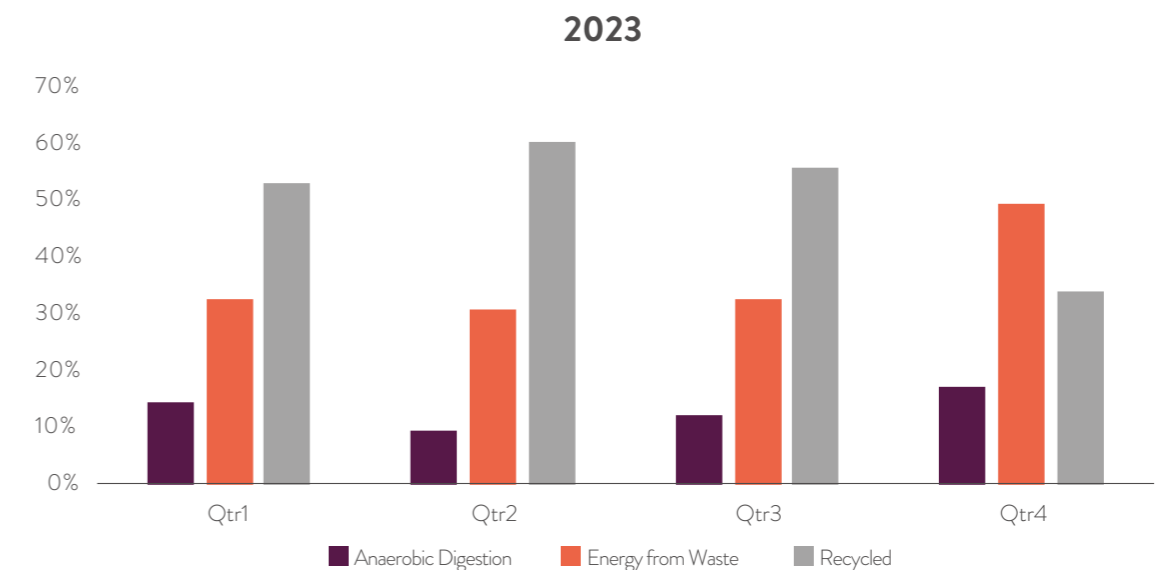
Waste Generation Overview

Our cleaning company generates a diverse array of waste through its operations, including general waste, recyclable materials, organic waste, and hazardous items. This includes everything from everyday refuse and glass to mixed recyclables, food scraps, batteries, lamps, and electronic equipment. Description of our waste streams:

- **General Waste:** Non-recyclable waste materials that cannot be sorted into other specific waste streams.
- **Glass:** Bottles, jars, and other glass items used in cleaning operations or consumed by staff.
- **Mixed Recycling:** Paper, cardboard, plastics, and metals that can be recycled.
- **Food Waste:** Organic waste from staff kitchens and break areas.
- **Batteries:** Used batteries from equipment and devices.
- **Lamps:** Spent fluorescent tubes and other lighting equipment.
- **WEEE:** Waste Electrical and Electronic Equipment, including broken or obsolete cleaning devices and electronic tools.

Our zero-to-landfill policy is a key component of our waste management strategy. This policy ensures that all waste produced by our operations is diverted from landfills through the following methods:

- **Recycling:** We sort and recycle materials such as paper, cardboard, plastics, metals, glass, and electronic waste.
- **Reuse:** Where possible, materials and equipment are reused to extend their lifecycle.
- **Anaerobic digestion:** Organic food waste is composted to produce valuable soil amendments.
- **Safe Disposal:** Hazardous waste such as EEEs, batteries and lamps is disposed of safely through certified hazardous waste management services.
- **Energy-from-Waste:** As a last resort, non-recyclable waste is converted into energy, providing a useful byproduct and reducing the volume of waste. However, this is not the optimal solution, as it results in the loss of original materials that cannot be repurposed, indirectly contributing to resource depletion.



Waste Data 2023

Although waste generation remained stable during the first three quarters, the final quarter deviated slightly from this trend due to reporting issues from our waste company. These issues required us to merge reported values with statistical estimates based on past data to fill in the gaps.

Waste-Related Impacts & Waste Management Strategies

Our waste-related impacts are significant primarily due to the large volume of waste generated by daily cleaning operations. Additionally, materials such as batteries and specific cleaning products can pose environmental threats if not used or disposed of properly. To address these issues, employee training on waste awareness and segregation is crucial. This training ensures that employees are knowledgeable about the proper use and disposal of materials, as well as how to handle chemical spillages or incidents, thereby promoting both environmental protection and health and safety.

Circular Economy

To further mitigate risks, Julius Rutherford continually tests and adopts environmentally friendly and safe products for the needs of our clients and employees. We have integrated Odorbac Tec into our operations, a fully biodegradable multipurpose cleaning product. This product supports a circular economy by allowing bottles to be returned to the manufacturer for refilling, thus reducing waste production and significantly cutting down on the environmental risks associated with traditional cleaning products.

In addition to procuring sustainable products, we minimise equipment impact through the ongoing repair of malfunctioning machinery. Our storeroom facility provides the necessary support to fix and test equipment, extending the lifespan of our cleaning machines and ensuring adequate disposal when necessary.

Our commitment to sustainable waste management and circularity measures drives us to continually improve our practices. By implementing comprehensive waste prevention strategies, engaging with responsible third-party waste management providers, and rigorously monitoring waste-related data, we aim to minimise our environmental impact and contribute to a more sustainable future. We will continue to refine our efforts to meet and exceed our waste management goals, supporting a circular economy and ensuring responsible waste management throughout our value chain.

Waste by composition, in metric tons (t)

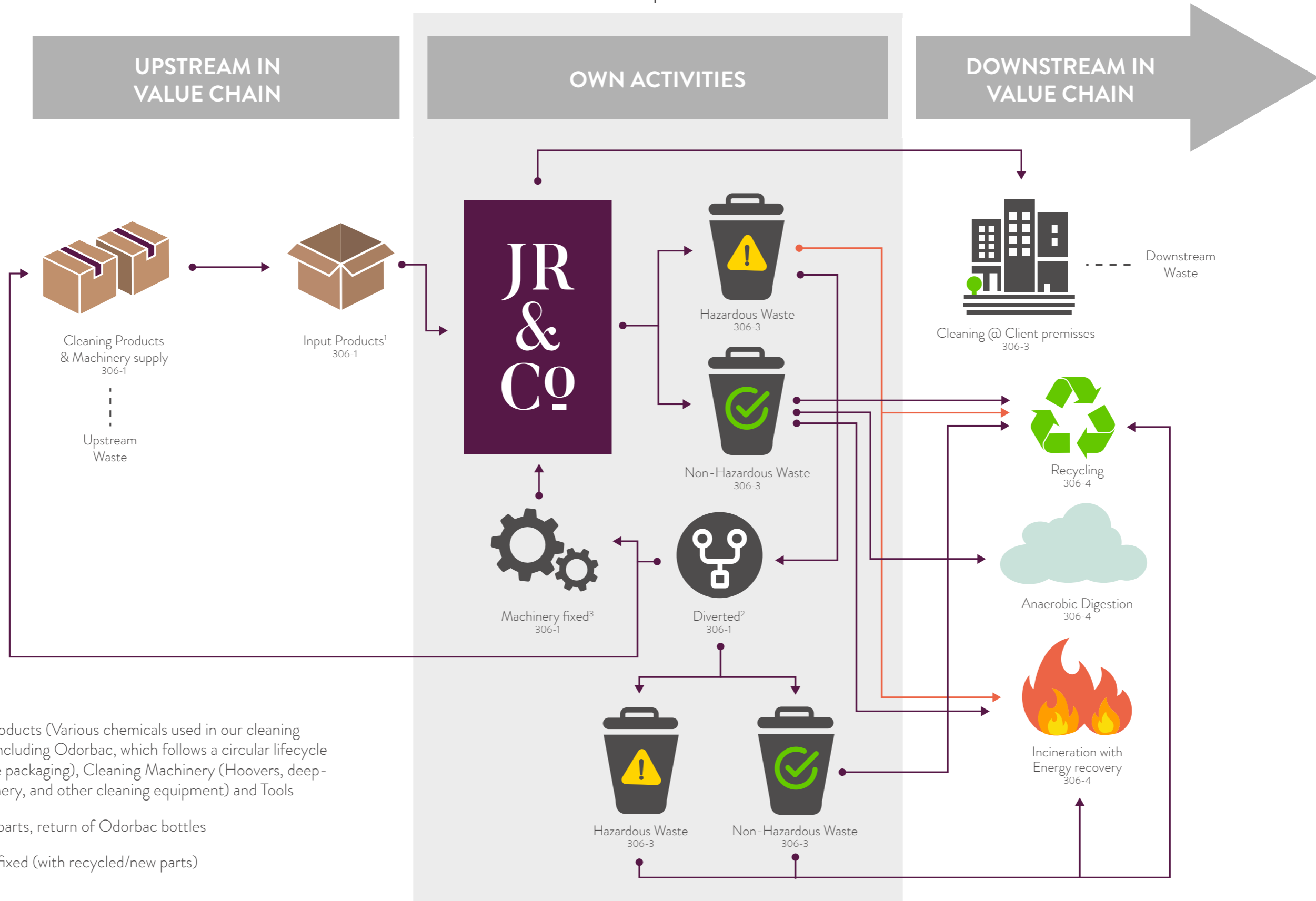
	Waste Generated	Waste diverted from disposal	Waste directed to disposal
Waste composition			
Dry mixed recycling	6.63	6.63	0
Municipal waste	8.5	0	8.5
Glass	6.25	6.25	0
Biodegradable kitchen waste	3.15	3.15	0
Printer toner & cartridges	0.025	0.025	0
Total waste	24.56	16.06	8.5

Waste diverted from disposal by recovery operation, in metric tons (t)

	Onsite	Offsite	Total
Hazardous waste			
Preparation for reuse	0.025	0	0.025
Recycling			
Other recovery operations			
Total			0.025
Non-hazardous waste			
Preparation for reuse	0	0.26	0.26
Recycling	16.03	0	16.03
Other recovery operations			
Total	24.56	16.06	16.29

Waste directed to disposal operation, in metric tons (t)

	Onsite	Offsite	Total
Non-hazardous waste			
Incineration (with energy recovery)	8.5	0	8.5
Other recovery operations			
Total waste			8.5



¹Cleaning Products (Various chemicals used in our cleaning operations, including Odorbac, which follows a circular lifecycle with refillable packaging), Cleaning Machinery (Hoovers, deep-clean machinery, and other cleaning equipment) and Tools

²Machinery parts, return of Odorbac bottles

³Machinery fixed (with recycled/new parts)

Paperless Site File

At JR, we're passionate about making meaningful strides towards sustainability. That's why we don't just aim to offset our carbon footprint – we're committed to actively reducing it through tangible, innovative solutions.

In January 2024, we started a trial that will put us on a journey towards a greener future with the launch of paperless site files. By simply scanning a QR code, our employees gain instant access to site files directly on their smartphones, revolutionising how we operate on over 305 sites across London.

Impact estimation

With an average site file spanning 235 pages, our switch to paperless operations is predicted to allow us to save a staggering 672.1 kg of paper. That's not just a number – it's a testament to our unwavering commitment to sustainability and the planet.



14
trees² saved
per year

350kg
CO₂ avg. absorption
per year



Circular Economy

At JR, we understand the critical role of the circular economy in creating a sustainable future. This approach allows to reduce the waste to a minimum and increase the life cycle of products. It helps preserve natural resources, create jobs, lower greenhouse gas emissions, and combat climate change.

We use OdorBac as our chosen multipurpose daily cleaning product at all client sites. It is non-hazardous, 100% biodegradable, and made from 100% recycled plastic, which helps us eliminate single-use plastics through a closed-loop recycling process.

257.76kg of Plastic Saved **3,044.79kg** of CO₂ reduction



Source: European Parliament Research Service

OdorBac is our elected multipurpose cleaning product



Why Odorbac?

- **Renewable Energy:** OdorBac is produced using renewable electricity, reducing its carbon footprint.
- **Carbon-Neutral Deliveries:** Since January 2021, all deliveries are carbon-neutral, lowering transportation emissions.
- **Reduced Plastic Use:** 2Pure minimises virgin and single-use plastics in OdorBac's production and packaging.
- **Plastic Closed Loop:** Containers are reused through a closed-loop scheme, promoting a circular economy.
- **Recycled Plastic:** 2Pure aims to use 100% recycled plastic, reducing environmental impact.
- **Biodegradable Formula:** OdorBac Tec4 is 100% biodegradable, minimising environmental harm.
- **Eco-Friendly Cleaning:** Reduces the need for multiple products, cutting waste and improving sustainability.
- **Efficiency:** Increases cleaning effectiveness, reducing time and resource use.
- **Public Health:** Effective against bacteria and coronaviruses, supporting hygiene efforts.

What's Next?

OdorBac Toilet & Scale

While OdorBac is our preferred multipurpose cleaner for daily use across all client sites, it was not indicated for toilet cleaning and descaling. To fill this gap, 2Pure introduced OdorBac Toilet & Scale in 2024, an innovative solution that extends circular economy commitments.

This new product is 100% natural, biodegradable, and non-toxic, following the same circularity process as the main OdorBac multipurpose cleaner. It further aligns with the sustainable principles that guide all our operations.

For these reasons it will be tested for inclusion in our cleaning product lineup during 2024. Its incorporation, will allow to further reduce the use of harsh chemicals, minimise plastic waste, and lower carbon footprint.



Paper

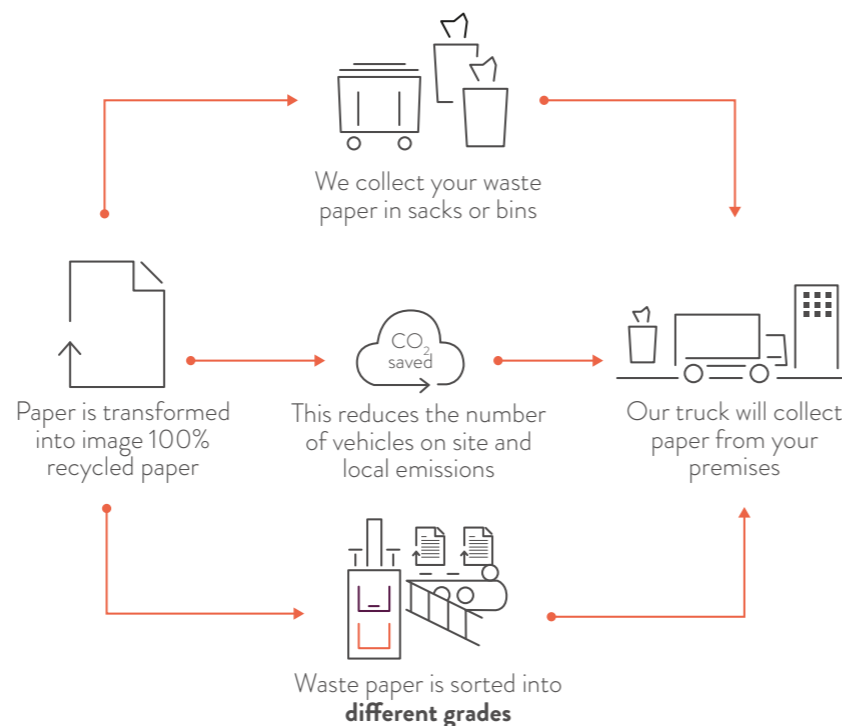
The introduction of 100% Recycled Circular Economy Paper at our Head Office shows a significant milestone in our sustainability journey. This step not only allows us to address our carbon footprint emissions but also boosts us closer to achieving NET Zero status.

By transitioning to recycled paper, we anticipate multiple benefits for our sustainability performance:

Reducing carbon emissions – recycled paper uses up to 70% less CO2 emissions to produce

Saving trees – reduce the demand for virgin paper.

Reducing water use – manufacturing recycled paper consumes up to 47% less water



Emissions

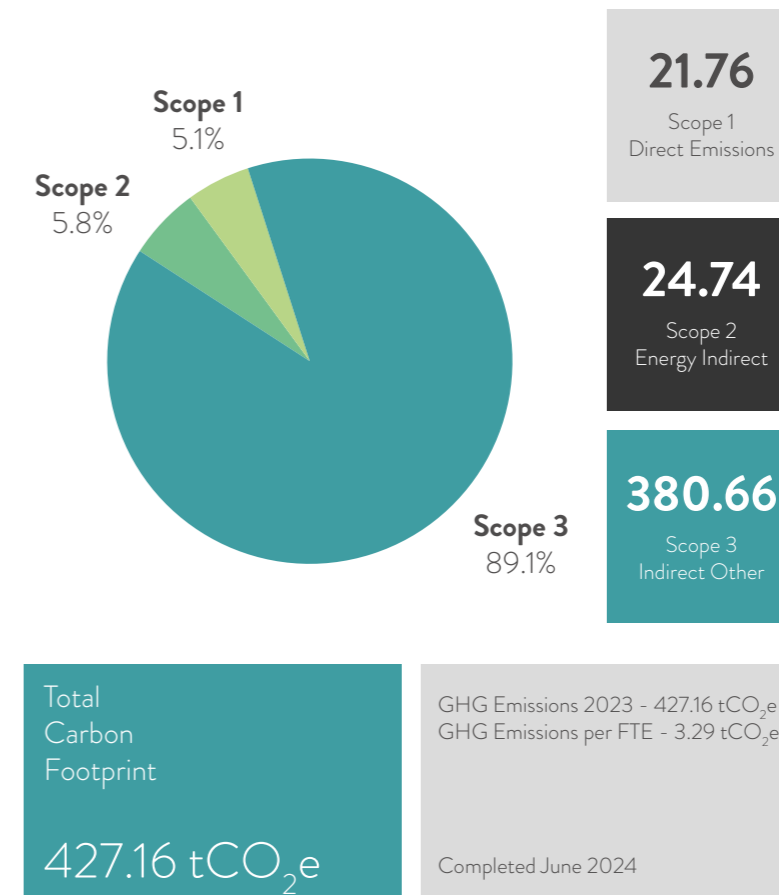
2024 Commitment

We are committed to reducing our Carbon Footprint by 5% in 2024, compared to the previous year.

Emissions refer to the release of greenhouse gases (GHGs) into the atmosphere as a result of various human activities. These gases, such as carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O) water vapour (H₂O) and other fluorinated gases, trap heat in the Earth's atmosphere, leading to global warming and climate change. Globally, the primary sources of GHG emissions include industrial processes, transportation, energy production, agriculture, and waste management. The accumulation of these gases in the atmosphere disrupts natural climate patterns, resulting in severe weather events, rising sea levels, and widespread ecological impacts.

Understanding our emissions profile helps us set realistic sustainability goals and develop initiatives that align with our mission to reduce our carbon footprint and contribute to global climate efforts. By comprehensively measuring our emissions, we fulfil our environmental and regulatory obligations while driving innovation, efficiency, and sustainable growth within our company.

Additionally, governments and international bodies are increasingly implementing regulations to curb GHG emissions. By measuring our emissions, we ensure compliance with these regulations, and take an active part of the solution.



Calculating Emissions & Emission Factors

Expanding our Carbon Reporting

Since 2018, we have committed to reducing our carbon footprint by 5% annually. We have been measuring our complete Scope 1 and Scope 2 emissions, along with certain Scope 3 emissions such as business travel, waste, and paper consumption, achieving significant carbon footprint reductions.

As of 2024, we are entering our sixth year of comprehensive carbon reporting and are furthering our commitment to sustainability by enhancing our carbon footprint analysis. This year, we have expanded our Scope 3 analysis to include emissions from our supply chain and employee commuting. Additionally, we have aligned our reporting period with the calendar year (January to December) to match our financial year.

To accommodate these changes, we redefined our baseline year to 2023, incorporating the newly included emissions and the updated reporting period.

Kyoto Protocol Greenhouse

Our emissions report includes the seven greenhouse gases identified by the Kyoto Protocol, calculated based on their Global Warming Potential (GWP) over 100 years and measured in tonnes of carbon dioxide equivalent (tCO₂e). These gases are:

- Carbon Dioxide (CO₂): GWP of 1
- Methane (CH₄): GWP of 28
- Nitrous Oxide (N₂O): GWP of 265
- Hydrofluorocarbons (HFCs): GWP varies by specific gas
- Sulphur Hexafluoride (SF₆): GWP of 23,500
- Perfluorinated Compounds (PFCs): GWP varies by specific gas

Reporting Period	1st January 2023 – 31st December 2023
Consolidation Approach	Operational Control
Baseline year	2023 (recalculation)
Total emissions	427.16 tCO ₂ e

Our carbon footprint calculations are performed by an external company, using their provided methodology descriptions. These calculations adhere to the ISO 14064 and GHG Emissions Protocol Standards.

The emissions calculations are based on activity data, such as energy usage in kWh or vehicle mileage, multiplied by relevant emissions factors from reputable sources. The most commonly used factors come from HM Government publications, specifically the UK Government Conversion Factors for Company Reporting (Year: 2023, Expiry: 10/06/2024, Version 1.1, DBEIS/DEFRA).

Our report provides carbon footprint values categorised into three scopes:



SCOPE 1

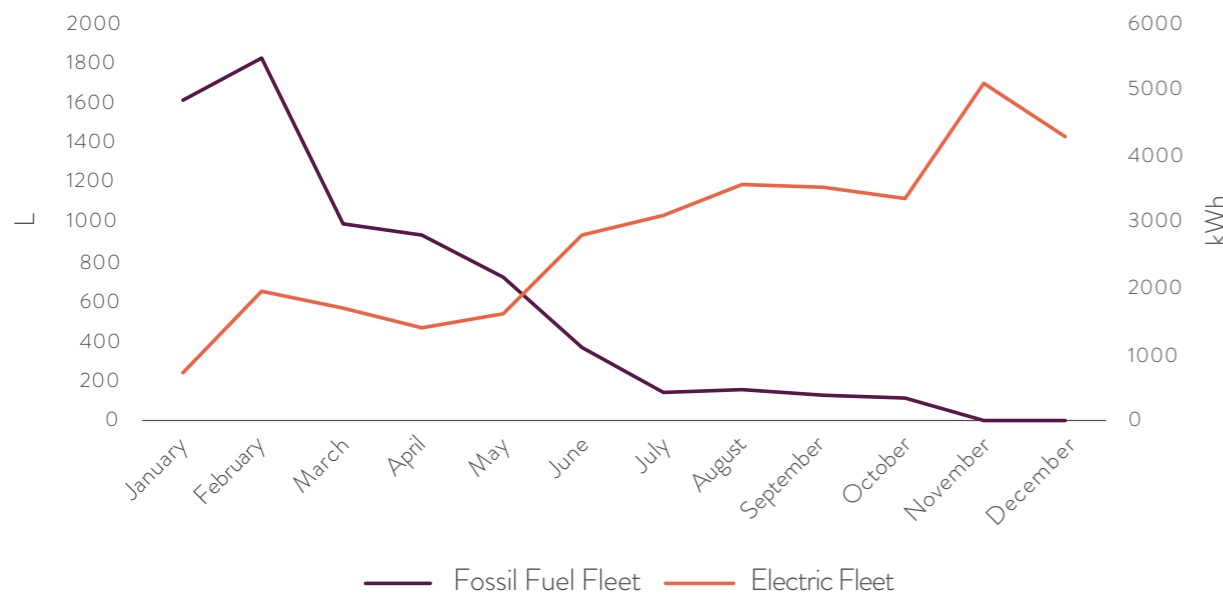
Direct Emissions

Total Emissions (%)



21.76 tonnes CO₂e (21,760 kg CO₂e)

These emissions are primarily from our vehicle fleet. With the electrification of 95% of our fleet in June 2023, we anticipate a significant reduction in related car emissions. The graph below illustrates the decrease in fossil fuel consumption by our fleet throughout the year, thanks to the shift towards electric vehicles. However, due to the remaining fossil fuel vehicles, there will still be minimal fossil fuel consumption in 2024. As we are redefining our baseline this year, a direct comparison of emission reductions with the previous year is not possible.



Stationary or Mobile Combustion Source	-	kg CO ₂ e
Mains Gas	-	kg CO ₂ e
Company Owned/Leased Vehicles	21,763.74	kg CO ₂ e
Refridgerated Gas Loss Recharge	-	kg CO ₂ e
Total	21,763.74	kg CO₂e
Total (tonnes)	21.76	t CO₂e

SCOPE 2

Indirect Emissions

Total Emissions (%)



24.74 tonnes CO₂e (24,740 kg CO₂e)

In our Scope 2 emissions are included the Energy used by our Head Office facilities as well as the Electrical consumption of our electric fleet. Comparing the electric consumption of our charging points before and after the increase of the fleet electrification we can see an increase of 35% of electricity, as explained in the Energy chapter of this report.

Total Organisation Energy Usage on Site	21,386.45	kg CO ₂ e
Total Electric Vehicle Energy Usage	3,353.51	kg CO ₂ e
Total	24,739.95	kg CO₂e
Total (tonnes)	24.74	t CO₂e



SCOPE 3

Other Indirect Emissions

Total Emissions (%)

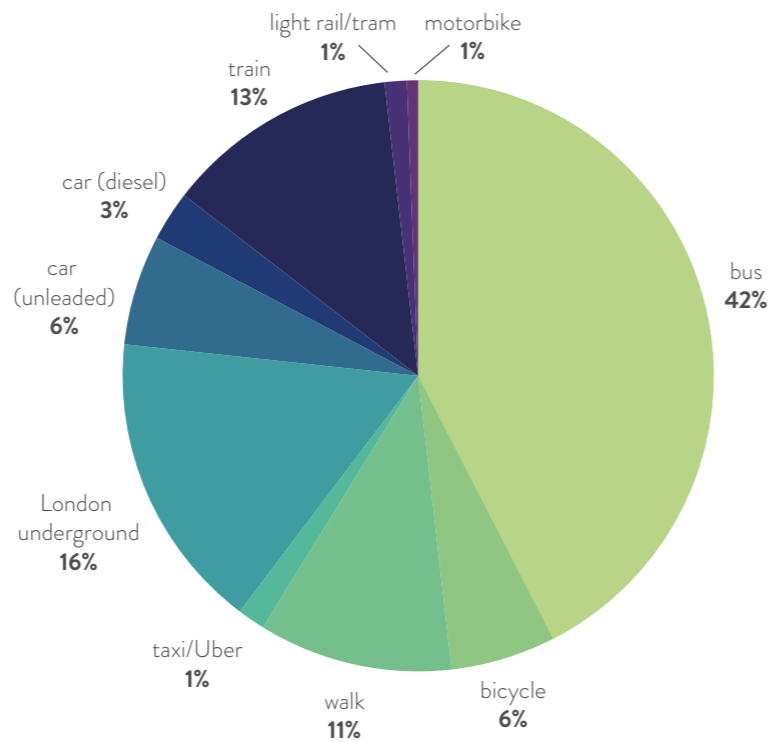


380.66 tonnes CO₂e (380,660 kg CO₂e)

As this has been the first year that we have made our full Scope 3 analysis, our analysis revealed significant contributions from various activities, each contributing to the overall carbon footprint. The largest contributions to Scope 3 emissions come from staff commuting and well-to-tank emissions.

Staff Commuting (Non-Owned/Leased Vehicles):

For the first time, we have measured the carbon footprint of our staff commuting. To gather this data, we asked our employees to complete a simple questionnaire. The survey results, displayed on the right, indicate that 42% of our staff use buses and 16% use the London Underground, making these the most common modes of transportation. Despite the reliance on public transportation, commuting of approximately 1,500 employees significantly impacts our carbon footprint, contributing 270,148.49 kg CO₂e, which accounts for 70.97% of our total Scope 3 emissions. While we can encourage carpooling, cycling, or public transportation use among the 10% who drive private vehicles, we recognise that this may not be feasible for most employees. We believe the most substantial reductions will come from optimising the locations where staff are needed.



Survey made to our employees between 20th May 2024 and 17th June 2024, related to the year 2023. Transport distribution as above for a population of 1573 employees with a confidence level of 95% and a 7% error margin.

A Very Special Thank You to all our employees that participated in our Survey!

Total Energy Usage from Work-from-Home (WFH)

This category accounts for 5,679.62 kg CO₂e, representing 1.49% of the total Scope 3 emissions. This reflects the environmental impact of remote work, which has become increasingly prevalent.

Waste

Emissions from waste management activities amount to 483.06 kg CO₂e, making up 0.13% of the total Scope 3 emissions. Although this is a small percentage, there is still potential for reduction through improved recycling and waste reduction strategies as we seen in Waste section of this report.

Business Travel (not using owned/leased vehicles)

Business travel generates 18,240.63 kg CO₂e, constituting 4.79% of the total Scope 3 emissions. Although we already have a written policy that encourages virtual meetings in opposition to in-person, we will continue encouraging virtual meetings, when possible, and/or more sustainable travel options.

Inbound Deliveries

Emissions from inbound deliveries are 92.92 kg CO₂e, which is 0.02% of the total Scope 3 emissions. With 68% of our suppliers being considered local suppliers. Our long-term strategy involves partnering with suppliers who demonstrate strong sustainability credentials, aiming to further reduce our environmental impact.

Water Usage

Water usage results in 591.04 kg CO₂e, comprising 0.15% of the total Scope 3 emissions. This value was estimated for the 2023, but we are in contact with Thames Water to resolve as soon as possible the problem that lead to this lack of data consumption.

Transmission & Distribution Losses

These losses contribute 1,910.34 kg CO₂e, making up 0.50% of the total Scope 3 emissions.

Well-to-Tank Emissions

These account for a significant 83,512.14 kg CO₂e, representing 21.94% of the total Scope 3 emissions. These emissions are related to transportation, and the environmental impact from fuel extraction to its refinement and delivery into vehicles.

Total Organisation Energy Usage WFH	5,679.62	kg CO ₂ e
Organisation Waste	483.06	kg CO ₂ e
Business Travel (not using owned/leased vehicles)	18,240.63	kg CO ₂ e
Staff Commuting (not using owned/leased vehicles)	270,148.49	kg CO ₂ e
Business Hotel or Event Activities	-	kg CO ₂ e
Inbound Deliveries	92.92	kg CO ₂ e
Outbound Deliveries	-	kg CO ₂ e
Organisation Water Usage	591.04	kg CO ₂ e
Transmission & Distribution Losses	1,910.34	kg CO ₂ e
Well to Tank	83,512.14	kg CO ₂ e
Total	380,658.24	kg CO₂e
Total (tonnes)	380.66	t CO₂e

Total Emissions

The total Scope 3 emissions amount to 380,658.24 kg CO₂e, which equals 380.66 ton CO₂e. When combined with Scope 1 and Scope 2 emissions, the overall carbon footprint totals 427.16 ton CO₂e.

Key Insights

Opportunities for Reduction: Having significantly addressed our Scope 1 emissions through fleet electrification and our Scope 2 emissions by using renewable energy, our primary opportunities for further reduction lie within Scope 3. These opportunities include strategies to reduce emissions from business travel and employee commuting, as well as partnering with more sustainable and local suppliers.

Assumptions and Estimations

Where primary emissions data could not be collected, the following assumptions and estimations were used:

- Vehicle emissions were calculated using Defra vehicle categories and HM Government Emission Factors (2023).
- Throughout the reporting period, some staff worked remotely from home. Due to the unknown primary energy data from staff at home, the energy usage was calculated based on the number of days staff worked, assuming 8 hours per day.
- Scope 3 inbound and outbound delivery emissions were calculated using estimated weight and distance, using UK DEFRA freight emission factors for the predominant delivery type.
- Water consumption figures were estimated.
- Water waste figures were estimated based on water consumption data.
- Transmission and distribution losses associated with electricity usage, as well as 'well to tank' emissions from combustion fuels were included in the assessment.
- Any incidental emissions less than 1% from the sources measured were not included for calculations.

Carbon Neutrality

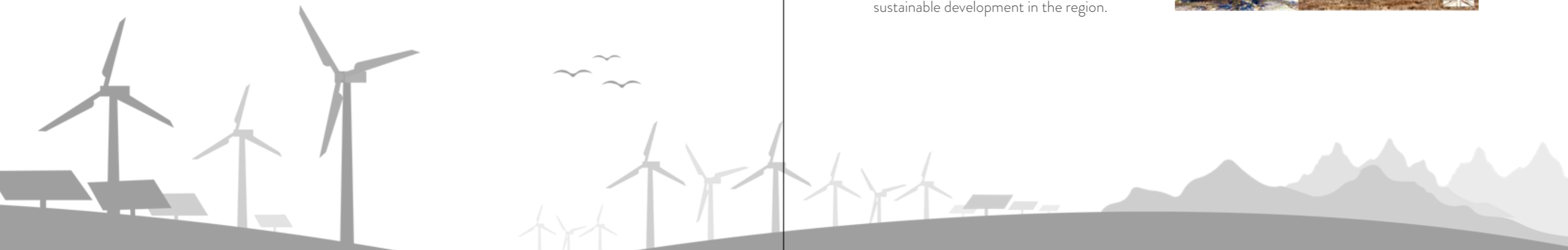
As we mark our second year as a carbon-neutral certified company, we are proud to highlight our ongoing commitment to environmental responsibility and sustainable development. By offsetting our total Scope 1, 2, and 3 carbon emissions, amounting to 427.16 tonnes of CO₂ equivalent (tCO₂e), through verified projects under the Verified Carbon Standard (VCS), Gold Standard Voluntary Emission Reductions (VER), and United Nations Certified Emission Reductions (CER) programs, we contribute to global efforts in combating climate change.

Our carbon offsets support renewable energy projects across the world, particularly in developing countries, where they provide lasting social and economic benefits. These projects not only help mitigate greenhouse gas emissions but also foster sustainable development, create jobs, and improve local infrastructure.

Please see below the supported project descriptions of our carbon footprint offset contributions this year:

Salkhit Wind Farm, Mongolia

The Salkhit Wind Farm in Mongolia is a pioneering renewable energy project, being the first wind farm to supply power to the national grid. It marks a significant shift from the country's heavy reliance on fossil fuels, generating 168.5 GWh of electricity annually and reducing CO₂ emissions by 178,778 tonnes each year. Beyond its environmental benefits, the project enhances local expertise in wind energy, demonstrating that renewable energy can thrive even in Mongolia's extreme climate. This successful initiative has already led to the approval and funding of more clean energy projects, paving the way for long-term sustainable development in the region.



Wind Power in Karnataka, India

Karnataka's wind power project is a leading renewable energy initiative, supplying electricity to India's Southern Regional Grid and displacing fossil fuel-based generation. This transition not only reduces greenhouse gas emissions but also fosters sustainable economic and environmental growth. The project has created approximately 2,000 jobs and stimulated local infrastructure development.

Technologically, the project has bolstered research and development efforts in wind energy, promoting the advancement of more efficient technologies. Environmentally, it reduces the strain on freshwater resources previously needed for cooling fossil fuel generators. This project exemplifies how renewable energy can drive local socio-economic and environmental improvements.



Household Solar Lighting, Zambia

The Household Solar Lighting project in Zambia is transforming lives by reducing poverty, improving education, and enhancing health through the distribution of solar lighting devices. By replacing kerosene lamps, the project cuts household fuel costs and emissions, benefiting over 600,000 families since 2021 and avoiding over 10,000 tonnes of CO₂ emissions.

The initiative leverages carbon credit revenue to subsidize the cost of solar lights, making clean technology accessible to economically disadvantaged families. Distributed via schools and community centers, the project ensures children have safe, bright lighting for studying, thus extending study hours and contributing to breaking the cycle of poverty.

Elazig Solar Farm, Turkey

The Elazig Solar Farm in Turkey is a high-efficiency project utilizing crystalline silicon PV modules to generate affordable and efficient solar energy. In a country heavily reliant on energy imports, this project is crucial for reducing carbon emissions and achieving energy independence. With an annual sunlight average of 2,600 hours, Elazig Solar Farm helps decrease fossil fuel reliance and provides economic stability by reducing gas import costs by over \$100 million per gigawatt of solar power produced.

The project aims to inspire further solar development in Eastern Anatolia and across Turkey, offering a model for sustainable and cost-effective energy production. Its success promises economic growth and environmental benefits, positioning Turkey for a greener future.



Our carbon offset is not seen as an end but rather as an intermediate positive step, we decided to take while we maintain our commitment to progressively reduce our carbon emissions.

Emissions data:

	Description	2023	Target/kpi
Scope 1	Company Owned/Leased Vehicles	21.76t CO ₂ e	
	Total Energy Usage on Site	21.39t CO ₂ e	
Scope 2	Total Electric Vehicle Energy Usage	3.35t CO ₂ e	
	Total company Energy Usage WFH	5.68t CO ₂ e	
Scope 3	Company Waste	0.48t CO ₂ e	
	Business Travel (not using owned/leased Vehicles)	18.24t CO ₂ e	
	Staff Commuting (not using owned/leased Vehicles)	270.15t CO ₂ e	
	Inbound Deliveries	0.09t CO ₂ e	
	Company Water Usage	0.59t CO ₂ e	
	Transmission & Distribution Losses	1.91t CO ₂ e	
	Well to Tank	83.51t CO ₂ e	
	Total		427.16t CO ₂ e

Social Highlights

117.69h

volunteer work

1.04%

of profit donations

Workers/Employees

2024 Commitment:

Implement a robust system to understand all employee engagement and year on year improve our ratings.

At Julius Rutherford, we deeply value the contributions of our employees and are dedicated to fostering a supportive and inclusive work environment. We continuously strive to enhance employee satisfaction and engagement, ensuring that our workforce feels motivated and appreciated. We believe that when employees feel valued, they develop a strong sense of belonging, which is crucial for creating a cohesive and productive company. One way we demonstrate our commitment to our employees is by offering superior benefits that stand out in the competitive commercial cleaning industry. Despite the industry's tight margins, which often result in basic and statutory terms, Julius Rutherford provides enhanced compassionate leave, sick pay, and holidays. These benefits not only acknowledge our employees' value but also show our appreciation for their hard work.

In addition to these benefits, we have implemented the Long Service Award, which recognises the loyalty and dedication of long-serving employees. This award sends a clear message that we value our employees' commitment and do not take their contributions for granted.

Employee Engagement and Recognition

In June 2023, we hosted our second annual "Thank you Cleaner Day", a special event designed to celebrate and appreciate the hard work and dedication of our operational employees. Held on a Sunday, this family-friendly celebration invited all employees and their families to join in the festivities, which included presentations, gifts, a raffle, dancing, food trucks, live music, and various fun activities. The event, which had a 7.7% attendance rate, provided an opportunity for our employees to relax and enjoy themselves, fostering a sense of community and appreciation. Our goal was to ensure that everyone felt valued and recognised for their contributions to Julius Rutherford. The positive feedback we received confirmed that the event successfully fostered a sense of belonging among our employees. We plan to continue hosting similar events to celebrate our team's efforts and dedication.



For Christmas last year, we issued every employee a £20 gift card together with a Christmas card which was hand delivered by our cleaners managers.

Star Awards

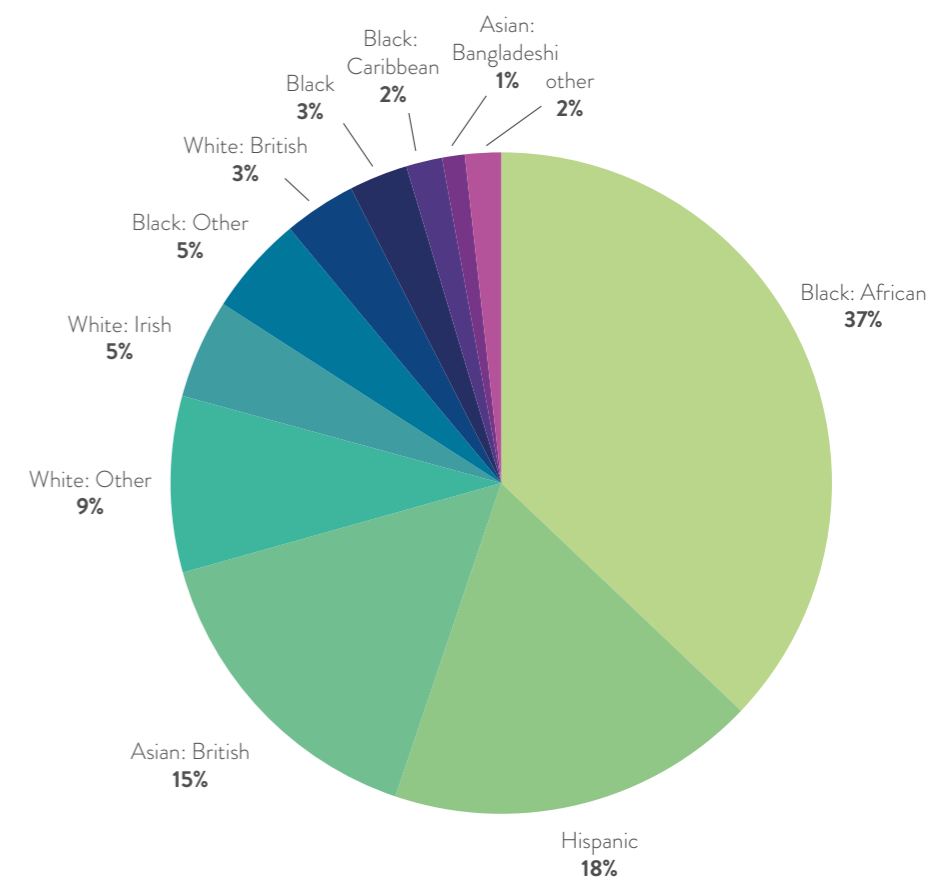
In 2023, we proudly recognised the exceptional contributions of our team through our Star Awards program. This initiative celebrates the outstanding achievements and dedication of our employees, who consistently go above and beyond in their roles. Over 480 employees were honoured with Star Awards, highlighting their exceptional performance, commitment, and the positive impact they have had on our company. Employees can be nominated by colleagues or clients, showcasing the hard work and excellence demonstrated by our team members across all client sites. At our Head Office, we also have Seasonal Awards, where each season, one individual is recognised by colleagues or clients for their exceptional efforts. Additionally, we present a Star of the Year award to the employee who has consistently delivered outstanding performance throughout the year based on the Seasonal Awards.

The Star Awards, Seasonal Awards and Star of the Year award are integral to our culture of appreciation and recognition. These programs allow us to highlight the significant achievements of our employees and reinforce our commitment to valuing and celebrating their hard work. As JR continues to grow and succeed, we look forward to honouring even more of our team members in the future.

Inclusive Culture

To foster an inclusive culture, especially in the diverse cleaning industry, we emphasize providing ample opportunities for career growth and supporting all our employees. As shown in the accompanying graph, we employ a diverse workforce.

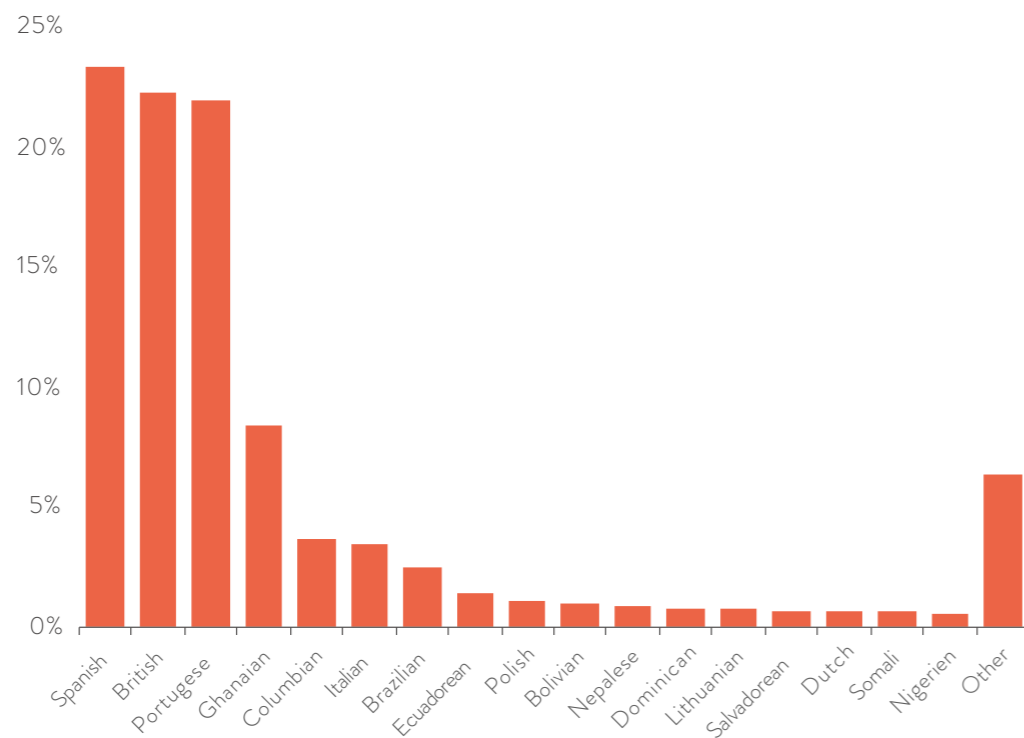
Our main goal is to equip all employees with the necessary tools and support to advance within the company, potentially joining our leadership team. One key initiative is the Julius Rutherford Career Pathway, a transparent guide detailing the skills, capabilities, and experiences required for various roles within our company. This pathway includes a comprehensive training plan, ensuring that all employees have access to both in-house and external courses.



Outcomes and Achievements

For example, our Assistant Payroll Manager started with us as a cleaner five years ago, was promoted to Payroll Administrator after a year, and advanced to her current position two years ago. Stories like hers exemplify our commitment to inclusivity through career development opportunities.

Additionally, we recognise the diverse cultural backgrounds of our workforce, with employees from countries such as Peru, Brazil, Nigeria, and Croatia. To support this diversity, we provide specialised training for our cleaning supervisors on cultural awareness and stereotypes. This training helps supervisors understand and respect different cultural nuances, ensuring all team members feel included and valued.



We also celebrate cultural diversity and inclusion through various events and recognitions. One example was held in June 2023, when we celebrated International Picnic Day and Pride Month. Although the picnic was moved indoors to our Head Office due to bad weather, it remained a vibrant occasion where employees came together to celebrate diversity and inclusion. In the spirit of inclusivity, we encouraged everyone to bring a dish or snack that represents their cultural background, creating a rich tapestry of flavours and a truly festive atmosphere.



We are proud to provide our employees with a positive work experience. As of December 2023, our annual employee turnover rate was 38%, significantly lower than the industry average of 50% to 80%. Additionally, our NPS score in November 2023 was 50, indicating strong employee satisfaction.

For these reasons and many others, Julius Rutherford was honoured as an Inspiring Workplace Top 50 winner in 2023. This recognition reflects our commitment to fostering an inclusive and supportive environment where all employees can thrive. The Inspiring Workplaces Awards use a rigorous selection process to identify the best-performing companies. Entrants are required to demonstrate their investment in people by completing an entry form that addresses six key elements essential to creating a PeopleFirst culture: Culture and Purpose, Leadership, Wellbeing, Inclusion, Employee Voice, and Employee Experience. This achievement highlights our dedication to creating a workplace where people are valued and empowered to reach their full potential.

Our People

We employ a dedicated workforce of 1,111 direct working individuals. Of these, 96% are operational staff directly engaged in delivering our cleaning services, while the remaining 4% provide crucial support at our Head Office. The majority of our workforce, 92%, is located in Greater London, which not only facilitates easier commuting for employees but also helps reduce carbon emissions from transportation. Our workforce comprises 63.5% female and 36.4% male employees, with 74.5% working part-time and 25.5% working full-time. Among part-time employees, 68.4% are female and 31.6% are male, while the gender distribution among full-time employees is more balanced at 49.4% female and 50.2% male.

The strength of our company lies in the dedication of our workforce, which enables us to provide the best possible services to our clients. We strive to accommodate our employees' job role preferences and recognise their hard work and sacrifices, even when schedules are not ideal.

Communication and Engagement

One of the most effective ways we listen to our people is through focus groups, particularly our cleaner focus groups. These meetings are vital for our remote employees, providing an opportunity to meet in person and break down barriers between office and field staff.

Another key communication tool is our Connect + App, linked to our employee benefits platform. This app facilitates communication and allows employees to recognise each other's achievements. Importantly, the app can be customised to different languages, ensuring that our non-English speaking employees receive important communications. Alongside the app, we use emails, physical flyers, and our managers to disseminate information. Line managers play a crucial role in ensuring that messages from Head Office reach all employees, highlighting the importance of our Leadership and Employee Engagement training.

Most importantly, we have a dedicated team committed to supporting each other and our company's mission. The fast-paced nature of the cleaning industry requires a group of people ready to respond and work towards our purpose of supporting our cleaners.

Employees Data

Employees by gender:

	Female	Male	Other*	Not Disclosed	Total
Number of employees (head count)	706	404	0	1	1111
Number of full-time employees (head count)	140	142	0	1	283
Number of part-time employees (head count)	566	262	0	0	828

*gender as specified by the employees themselves

Employees by region:

	Number of full-time employees (%)	Number of part-time employees (%)	Number of employees (%)
Barking and Dagenham	0.1		
Berkshire	0.2	0.3	0.4
Cambridgeshire	0.0	0.1	0.1
County Durham	0.0	0.1	0.1
East Sussex	0.1	0.0	0.1
Essex	0.4	1.6	1.9
Greater London	14.1	77.8	91.9
Hampshire	0.1	0.2	0.3
Hertfordshire	0.1	0.2	0.2
Kent	0.3	0.6	0.9
Lancashire	0.1	0.0	0.1
Leicestershire	0.1	0.0	0.1
Middlesex	0.0	0.2	0.2
Northamptonshire	0.0	0.1	0.1
Shropshire	0.1	0.0	0.1
Somerset	0.0	0.1	0.1
South Yorkshire	0.1	0.0	0.1
Surrey	0.6	2.5	3.1
Warwickshire	0.0	0.1	0.1
West Midlands	0.0	0.1	0.1
Wiltshire	0.1	0.0	0.1

Occupational Health and Safety

2024 Commitment:

Enhance the effectiveness of safety training programs by making the competency tests more rigorous. Aim to reduce incidents related to manual handling by 2%.

At Julius Rutherford, we have implemented a comprehensive occupational health and safety (OHS) management system, certified to ISO 45001 standards and subject to annual external audits. Our compliance with ISO 45001, CHAS, and SafeContractor certifications reflects our commitment to providing the best possible health and safety (H&S) service to our workers, exceeding mere legal requirements.

These certifications, renewed annually, enhance our compliance with health and safety practices essential to our operations and ensure adherence to national and international laws. This commitment reinforces our dedication to a safe and healthy working environment for all employees and non-employee workers.

Our OHS management system covers all employees (full-time, part-time, temporary) and non-employee workers under Julius Rutherford control. It includes all operational activities (administrative, technical, remote) ensuring comprehensive and inclusive safety measures.

We extend our OHS standards to all direct and indirect workers, requiring subcontractors to provide equivalent coverage. Our Head Office, client sites, and other workplaces fall within the Julius Rutherford scope, highlighting our dedication to a safe and healthy working environment for everyone involved in our operations.

The Managing Director is responsible for Occupational Health and Safety (OHS) at Julius Rutherford. All managers have completed IOSH training, and the company receives support from an external Health & Safety consultant.

We hold monthly Health & Safety management meetings attended by the Managing Director, Operational Director, Human Resources Director, Customer Services Director, Finance Director, Mobilisation and Project Manager, Quality, Sustainability & Environment Manager, and our external consultant. During these meetings, we analyse internal and external audits, incidents, training sessions, worker concerns, and specific measures to improve Health & Safety procedures.

In Julius Rutherford we believe that one of the most important parts of Health and Safety is prevention. Prevention can be achieved through providing a safe workplace for our employees, this means ensure that our client sites are visited prior to contract start and assessed for potential hazards providing site files with RAMS and COSHH and site-file training that covers all the activities and products used at site.

Training

Julius Rutherford is committed to providing comprehensive occupational health and safety training to all workers, including employees and those whose work is controlled by the company.

Our occupational health and safety training program covers a wide range of topics, including generic training on health and safety principles and specific training on work-related hazards, hazardous activities, and hazardous situations. This training is designed to equip workers with the knowledge and skills necessary to identify, assess, and mitigate risks in their work environment.

Training needs are assessed regularly to ensure that all workers receive relevant and timely instruction. In the event of an incident or changes in job responsibilities, training needs are reassessed to address any emerging requirements.

The training content is designed by our external Health and Safety consultant, who possesses deep technical knowledge and expertise in occupational health and safety. The training is delivered online, allowing for flexibility and accessibility for all workers. It is provided free of charge and during paid working hours, ensuring that participation is convenient and equitable for all employees. In cases where workers require training in a language other than English, managers are responsible for providing translations to ensure comprehension as well as assisting those who may not be able to access the training via the technology provided.

All workers, including full-time, part-time, and temporary staff, receive mandatory training as part of their onboarding process and ongoing professional development. Attendance is compulsory, and workers are not only encouraged but required to participate actively. They are fully compensated for the time spent attending training sessions.

The effectiveness of our training program is evaluated through various methods, including assessments, quizzes, and feedback surveys. This evaluation process allows us to identify areas for improvement and make necessary adjustments to enhance the overall effectiveness of our training efforts continually.



Risk Assessment & Incident Investigation

Julius Rutherford perform site visits prior to contract starts from our Business Development Manager and Mobilisation and Project Manager that assess what activities will be performed and the possible workplace hazards (safety and health). These sites will then be equipped with one site file that contains RAMS and COSHH for the activities and products to be used at the client site.

We engage in routine and non-routine hazard identification and risk assessment processes to eliminate hazards and minimise risks. These processes are overseen by our external Health and Safety consultant, who provides deep technical knowledge and conducts independent H&S audits. Our consultant assesses risks, creates risk assessments, and elaborates training for all necessary activities.

Our site-based workers are actively involved in the health and safety management process. They are required to report all incidents and close calls to their respective managers, who collect and assess the information. We have established robust processes for workers to report work-related hazards and hazardous situations. Incident investigations are conducted using an online form, completed by the site manager with input and consent from the involved employee. Depending on the severity of the incident, further investigation may be required. All RIDOR investigations, time-lost incidents, and public incidents undergo further investigation by the division director, with support from Head Office personnel and an external H&S consultant. Corrective actions to minimize risks and improve procedures are determined by our divisional directors and H&S consultant and/or are defined in our H&S management meetings.

Our Health and Safety (H&S) policy is readily accessible to all employees through the Just Rewards portal, ensuring transparency and easy access to essential information regarding health and safety procedures and guidelines.

Additionally, workers have access to all relevant information on-site through our site-based files, including Risk Assessment and Method Statements (RAMS) and Control of Substances Hazardous to Health (COSHH) information for all activities and chemicals used on-site. This comprehensive access ensures that workers are well-informed about potential hazards and risks associated with their work tasks and the necessary control measures to mitigate them.



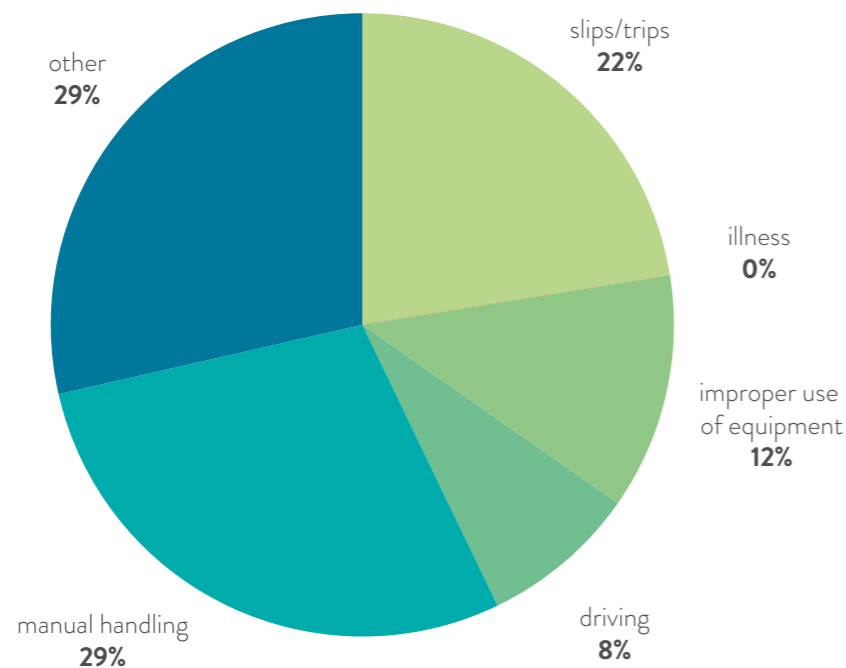
Incident Analysis

There were zero fatalities resulting from work-related injuries in both 2023 and 2022, maintaining a consistent fatality rate. However, the number of high-consequence work-related injuries (RIDDOR), excluding fatalities, increased from 1 in 2022 to 3 in 2023, causing the rate of these injuries to rise from 0.70 to 2.18. Similarly, the number of recordable work-related injuries increased, with the rate climbing from 11.24 to 18.89.

The rise in reported injuries can be partly attributed to the improved accessibility and accuracy of incident reporting due to the new online record-keeping platform introduced at the end of 2022. This platform has enhanced the capturing and reporting of incidents, helping to identify trends and areas that need attention. However, the increase in RIDDOR incidents does not seem to be directly related to the improved reporting and requires further investigation and targeted measures. Incidents related to the improper use of equipment and manual handling were among the most common causes, indicating a need for targeted safety training and preventive measures to address these issues and reduce their occurrence.

Julius Rutherford have already taken action to enhance safety training, with a particular focus on preventing incidents caused by improper use of equipment and manual handling. Additionally, the investigation procedure for time-lost incidents has been improved and is now be conducted online to better identify root causes and implement corrective actions. Regular Health & Safety meetings and reviews are ongoing to ensure continuous improvement and adaptation of safety procedures.

Incident Causes 2023



Worker Participation and Consultation

Worker participation and consultation are further facilitated through our monthly H&S meetings, which convene every month. These meetings serve as a platform to bring to the table concerns from workers to address any H&S concerns directly to the H&S meeting constituents. While we do not have a designated worker representative in these meetings, all workers are encouraged to communicate their concerns or suggestions to any of the H&S monthly meeting constituents. These workers are protected against reprisals through clear policies and procedures. Additionally, have the right to remove themselves from work situations they believe could cause injury or ill health, and are protected against reprisals for exercising this right.

The H&S monthly meetings are responsible for analysing all relevant data and making decisions regarding health and safety within the company. The decision-making authority lies with the H&S responsible, ensuring swift and effective action on H&S matters. The frequency of these meetings ensures regular updates and assessments of the occupational health and safety management system, promoting continuous improvement.

Formal joint management-worker health and safety committees do not exist within JR. Instead, our approach emphasizes direct worker participation and consultation through the H&S monthly meetings. This streamlined structure enables efficient communication and decision-making while ensuring that all workers have a voice in matters concerning their health and safety.

Julius Rutherford & Co

Do you have concerns regarding Health & Safety?

Do you have any suggestions to improve Health & Safety?

Do you know that a H&S Management Meeting also takes place on a monthly basis?

If you would like your concerns or suggestions to be raised here, you can make these known to the following meeting attendees, who will raise these issues on your behalf.

HEALTH & SAFETY COMMUNICATION

How you can communicate your concerns or suggestions:

- In the first instance please communicate this to your line manager if possible.
- If you want to take the matter further, please raise it with a member of the H&S team below or a member of the senior management team.

Vania Borges Quality, Sustainability & Environ. Mngr. vaborges@juliusrutherford.co.uk	Lauren Hanley Customer Services Director. laurehanley@juliusrutherford.co.uk
Jessica Carranza Mobilisation and Project Manager. jessicacarranza@juliusrutherford.co.uk	Caroline Hutchins Operations Director. carolinehutchins@juliusrutherford.co.uk
Marian Chaney HR Director. marianchaney@juliusrutherford.co.uk	Chris Jarvis Managing Director. chrjarvis@juliusrutherford.co.uk

You can also contact our independent H&S consultant for advice

Lauren Gibson – H&S Consultant – Essential Safety

07570 307988 / 0330 174 9777 lauren.gibson@essentialconsult.co.uk

SITE FILE

Occupational Health and Safety Data

Wellbeing

Julius Rutherford, recognises the importance of promoting overall health and well-being among our workforce. While we do not facilitate access to non-occupational medical and healthcare services², we are committed to promoting the health and well-being of our workforce through voluntary health promotion initiatives that address major non-work-related health risks and encourage healthy lifestyle choices.

Our comprehensive approach includes a range of strategies accessible through our employee benefits platform, Just Rewards and Communications. This platform features an Employee Assistance Programme (EAP) and a Wellbeing Hub, which offer resources for mental health support, financial counselling, and physical wellness. To ensure inclusivity, all promotional materials and resources are available in Spanish, English, and Portuguese, accommodating our multilingual workforce.

The Just Rewards platform provides voluntary health promotion services designed to encourage healthy living. These include access to healthy recipes, in-house exercise facilities, and financial well-being resources. By tackling health risks such as poor nutrition and physical inactivity, these programs help employees lead healthier lives both at work and beyond.



In addition, we have enhanced our mental health support by training a diverse group of employees as Mental Health First Aiders, accredited by Mental Health First Aid England. This includes representatives from various levels within the company, from our Payroll Administrator to our Operations Director, ensuring comprehensive support coverage. Qualitative feedback and anonymous surveys have shown that employees often seek guidance from these Mental Health First Aiders, highlighting the positive impact on workplace well-being.



For confidential support please call
0800 015 7287
and quote the name of your employer.

Furthermore, our EAP provides a 24/7 support line offering confidential advice and assistance on a wide range of personal and work-related issues, including stress, anxiety, debt, relationships, and physical health concerns. This free service provides employees with immediate access to information specialists or counsellors for support on various challenges. Through these comprehensive efforts, Julius Rutherford not only prioritizes the health and well-being of our employees but also fosters a supportive and inclusive work environment where everyone can thrive.

	2023	2022
	employees	employees
Number of fatalities as a result of work-related injury	0	0
Rate of fatalities as a result of work-related injury	0	0
Number of high-consequence work-related injuries – RIDOR (excluding fatalities)	3	1
Rate of high-consequence work-related injuries – RIDOR (excluding fatalities) ¹	2.18	0.70
Number of recordable work-related injuries	26	16
Rate of recordable work-related injuries ¹	18.89	11.24
Number of fatalities as a result of work-related ill health	0	0
Number of cases of work-related ill health	0	0
The number of hours worked	1, 376,432	1, 422, 990

¹Calculations according with GRI methodology, based on 1,000,000h worked.

²Julius Rutherford operates in the UK, which already provides high-quality, accessible healthcare services.

Charity & Volunteer Work

2024 Commitment:

We are committed to 120 social hours a year, 160 environmental volunteer hours a year and 1% of profit donations to social/environmental causes for 2024.

1.04%
of profit donations

In 2023, we continued our dedication to social responsibility and sustainability contributing to various charitable initiatives that positively impact our communities. Our contributions span multiple sectors, including education, health, environmental conservation, and social welfare. These efforts reflect our commitment to creating social value and supporting the well-being of the communities we serve.

Here is a summary of our social value contributions this year:

- **WaterAid:** Providing clean water, decent toilets, and good hygiene globally.
- **Crown & Manor:** Supporting a Youth Club in Hackney, North London, offering recreational and educational activities for young men.
- **Perseid School (Merton):** Enhancing the learning environment with donated plant pots and materials for students.
- **Sacred Heart School (Merton):** Providing plant pots and gardening materials for primary school children.
- **Royal Marsden Cancer Charity:** Supporting a world-leading cancer treatment centre through a charity walk.
- **Play It Forward:** Using football to engage young people in educational projects in Southern Zambia.
- **The London Legal Support Trust:** Helping people access free justice, especially during economic hardship.
- **The Felix Project:** Delivering food to vulnerable groups across London.
- **Dons Local Action Group:** Supporting online learning for children in need.
- **WrapUp London:** Collecting and distributing pre-loved warm coats to support people through harsh winter conditions.
- **Ricards Lodge School:** Installing sanitary vending machines for students.
- **Trees For Streets:** Planting trees to enhance urban environments.
- **ICR Raffle:** Celebrating World Environment Day at ICR with the donation of a vacuum cleaner to a raffle.
- **The Country Food Trust:** Providing food to those in need.
- **Galpin Road Clean-Up:** Assisting with community clean-up efforts after an explosion.

In 2023, our social value contributions amounted to approximately 1.04% of our profit and 0.057% of our total revenue. By aligning our financial resources with our values, we continue to demonstrate our dedication to making a positive difference in the world. Our social value contributions this year highlight our ongoing efforts to reduce our carbon footprint and promote sustainable practices on a global scale, reflecting the core of our mission and values.

 **117.69**
Charity work hours

Along with monetary value Julius Rutherford gets involved in multiple voluntary projects that we explain:

Voluntary Cleaning-up

Following a tragic gas explosion on August 12, 2022, at Galpins Road in Merton, which resulted in 500 temporary evacuees, Julius Rutherford stepped up to help. We provided free-of-charge cleaning services from August to November 2022, contributing a total of 566 volunteer hours. Our company continued to offer complimentary cleaning services in January and March 2023, totalling 611 volunteer hours.

Vacuum Painting

We cannot consider the environment without thinking about the future and the impact of global warming on future generations. Change must start with each of us as individuals and as a company. With this in mind, we hosted an event in April 2023 at our head office, where 17 employees repurposed 12 vacuum cleaners into beautiful plant pots. These were given to two of our client schools, along with soil and seeds, so the children could create their own gardens. This initiative not only repurposed plastic and raised awareness of sustainability within our head office but also introduced sustainability concepts to young children.



Data

We began analysing our carbon footprint and social value in 2018 and have maintained Planet Mark certification for five uninterrupted years. In 2023, we voluntarily initiated reporting on our environmental and social performance with the release of our first Sustainability Report.

Our Scope 1, 2, and 3 greenhouse gas emissions are calculated using an external consultancy company. In 2023, we enhanced our Scope 3 reporting by including a comprehensive carbon footprint analysis. This now includes employee commuting and supplier data, which were previously excluded. As a result, we are now reporting 100% of greenhouse gas emissions from Julius Rutherfoord operations, including all indirect Scope 3 emissions for the first time.

We have adjusted the reporting period for our sustainability data to align with our financial year, changing from an April-to-March cycle to a January-to-December cycle. This adjustment ensures consistency with our financial reporting and helps us comply with more rigorous sustainability accreditations. Additionally, this is our first year reporting according to GRI Standards. As a result, some reported information that was not previously considered for record keeping may show gaps in data analysis under the Standard. We are actively working towards continual improvement to address these gaps.

Our employee data is primarily drawn from our human resources portfolio, except for metrics regarding total employee numbers and the percentage of women employees. Other data sources include external sources, employee surveys, and internal records.

The accuracy of our environmental and social data may be lower than that of data obtained through our financial systems. Therefore, we acknowledge inherent limitations in the accuracy of environmental, safety, and social performance data. Recognising these limitations, we are continuously working to improve data integrity by pursuing better partners and strengthening our internal procedures.

This report includes data for 2023 that was confirmed by the end of June 2024. If incidents are reclassified or significant data changes occur after the preparation of this report, these updates will be reflected in the following year's report.

We are committed to transparency and share information and data both in this report and on our website at <http://www.juliusrutherfoord.co.uk>.



Litter Picking – monthly event Wandsworth Borough “No Litter Pledge”

Created to tackle littering in town centres. The pledge is part of the council’s wider My Wandsworth campaign that aims to keep the borough looking at its best. This is a cause that we joined in 2022 with volunteers from our head office monthly (when the weather permits it) going to the streets around our Head Office to make a street rubbish collection.

Canal Litter Picking

Aligned with our Environmental commitments we participated in a canal cleaning together with one of our waste management partner, in Paddington area. We successfully collected two full bin bags of waste and removed items such as a traffic cone, a tyre, and mismatched sliders.



Felix Project – Santa Stair climb

On the 19th November the Felix project challenged runners to complete 1031 steps up the Canary Wharf skyscraper, finishing on the 48th floor with the goal of delivering 870,000 meals to Londoners in need. Julius Rutherfoord took the challenge and 5 of our most brave employees volunteered to climb all the way to the top while also raising money for the Felix Project.

Sustainability Report 2023

Julius Rutherfoord & Co

SECURE COMMERCIAL CLEANING®