



2024 Sustainability Data & Reporting

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Who we are & What we do



Clean Linen Services is a UK-based specialist in high-volume commercial laundry and textile care, committed to delivering sustainable, high-quality linen solutions for clients across hospitality, healthcare, and corporate sectors. Operating with a focus on environmental responsibility, the company integrates advanced water-recycling systems, energy-efficient machinery, and low-impact detergents to reduce its carbon footprint while maintaining hygiene and quality standards. Clean Linen Services prioritises circularity through extended textile lifecycles, responsible procurement, and waste minimisation initiatives.

Our Sustainability Vision

Our sustainability vision reflects our commitment to managing and reducing our impact while amplifying our positive contributions - both through operations and the work we deliver for clients.

Three Strategic Pillars:

- **Planet:** Reduce carbon, energy, travel, and waste footprint across offices and fieldwork.
- **People:** Uphold human rights, nurture diverse talent, and ensure physical and mental wellbeing.
- **Principles:** Champion ethics, transparency, and sustainability in data collection, analytics, and reporting.

Key Frameworks We Follow:

- **UN Sustainable Development Goals (SDGs):** to align our societal contributions with global priorities.



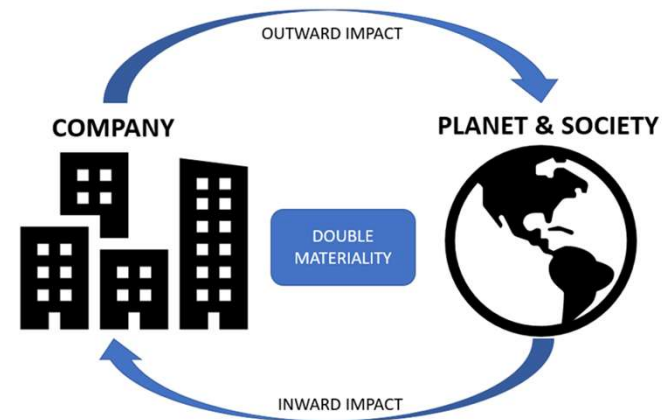
Double Materiality Assessment

This report contains a Double Materiality Assessment structured for the SASB (Sustainability Accounting Standards Board) framework.

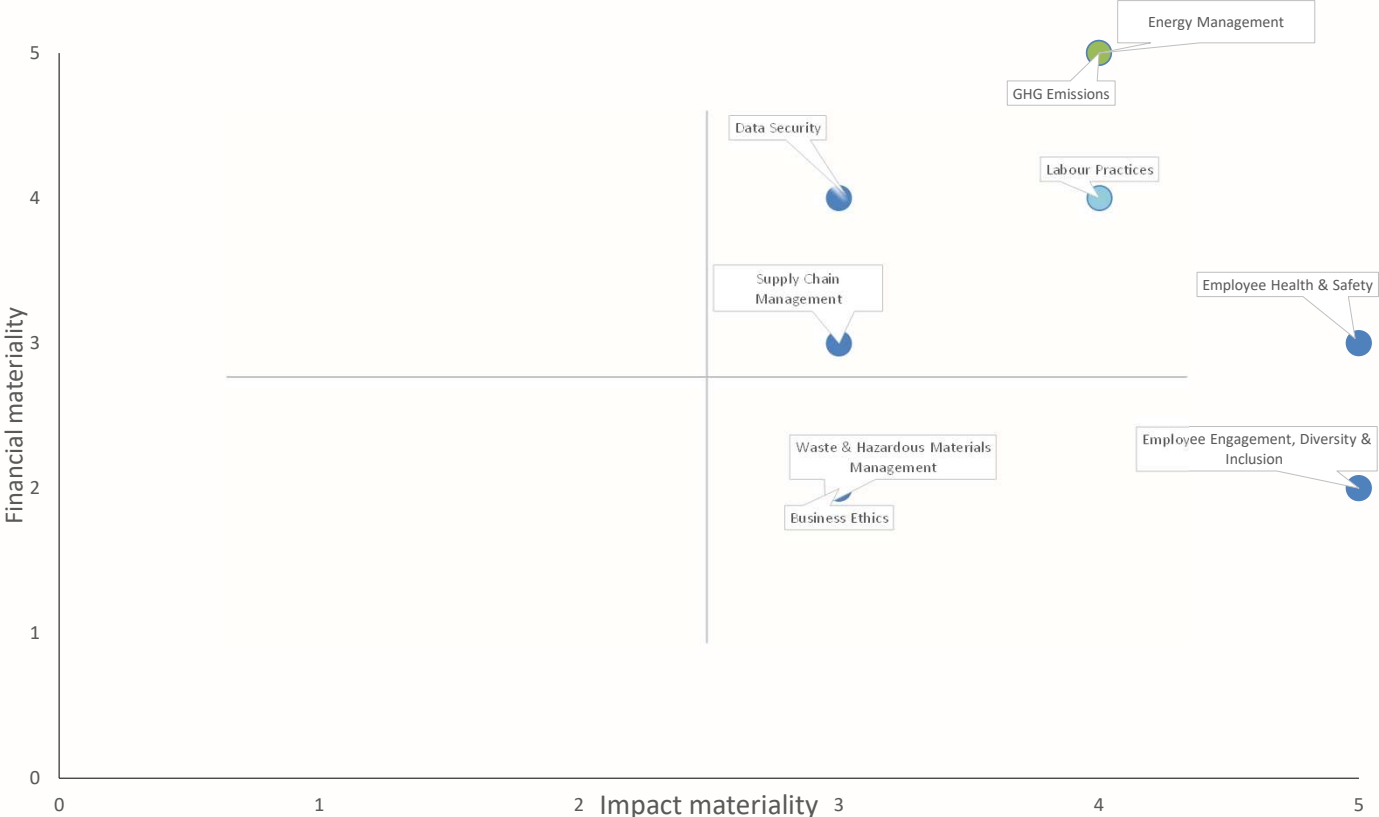
This captures two perspectives:

Impact Materiality: How the company's operations impact the environment, people, and society.

Financial Materiality: How sustainability issues affect the company's financial performance.



Double Materiality Assessment Matrix



As part of the assessment, a Double Materiality Matrix was developed to visually map sustainability topics based on their significance from two perspectives: financial materiality (Y-axis) and impact materiality (X-axis). This matrix provides a clear view of which topics are most relevant both to the business and to external stakeholders. Topics located in the upper-right quadrant, such as Energy Management, Labour Practices, and GHG emissions are considered highly material and will be prioritised in the company's sustainability strategy and reporting.

Sustainable Development Goals



THE GLOBAL GOALS



Our operations align closely with 9 UN Sustainable Development Goals (SDGs). These SDGs reflect the company’s environmental, social, governance (ESG), and ethical commitments across all business areas, including procurement, labour, anti-corruption, data security, and environmental management.

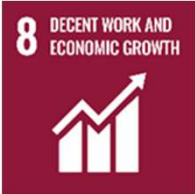
Sustainable Development Goals



Policies promote health and safety, mental wellbeing, and zero workplace injuries.
Training and mental health support for staff.



Focus on diversity, non-discrimination, harassment training, and increasing representation of underrepresented groups



Commitment to ethical labour practices, fair pay, flexible work, training, anti-slavery, and job progression



Circular economy, waste reduction, and sustainable product lifecycle efforts



Net-zero targets, renewable energy, supplier GHG checks, and employee energy training



Anti-bribery, anti-fraud, transparency, whistleblower protections, and ethical governance



Emphasis on supply chain cooperation, sustainable sourcing, audits, and stakeholder engagement

2024 Labour & Environmental Data

Labour

Reporting	2024
Percentage of operational sites for which an employee health and safety risk assessment has been conducted	100%
Percentage of employees covered by formally-elected employee representatives or collective agreements	100%
Percentage of employees who received skills-related training	32%
Percentage of employees trained on discrimination and harassment	81%
Percentage of operational sites assessed for human rights impact or risks	0%
Percentage of operational sites with a labor and human rights certification, such as ISO 45001, SCC, SA8000, Fair Wage Network, B Corp, GEEIS, WBENC	16%
Total number of working hours	2,331,523
Number of days lost to work-related injuries, fatalities and ill health	14.00
Number of work-related accidents	196
Ratio of the annual total compensation for the highest paid individual, to the median annual total compensation for all employees	12.5%
Average number of training hours per employee	104
Percentage of women employed in the whole organisation	39%
Percentage of women at top management level	19%
Percentage of women within the organisation board	0%
Average unadjusted gender pay gap	18%
Number of employees trained on health and safety issues	100%
Number of days lost to absenteeism (sickness etc)	9461
Number of injuries/accidents	196
Number of days lost due to injuries	50
Percentage of employees paid above minimum wage	100%
Percentage of employees receiving social benefits (life insurance, health care etc)	100%
Number of employees with a performance review	4
Total number of training hours	9932
Number of internal promotions	41
Percentage of females in senior leadership	14.29%
Number of discrimination cases	3
Number of harassment cases	2
Number of Child Labour incidents	0
Number of Forced Labour incidents	0
How many employees are part of collective bargaining groups	0

Environment

Reporting	2024
Percentage of employees trained on specific environmental issues	20%
Percentage of operational sites assessed on specific environmental risks	100%
Percentage of operational sites with an environmental certification, such as ISO 14001, EMAS, ISO 50001	17%
Percentage of total energy consumption from renewable sources	14%
Percentage of total waste from company operations diverted from landfills	100%
Total gross Scope 1 GHG emissions tCO2e	18,300
Total gross Scope 2 GHG emissions tCO2e	2,470
Total gross Scope 3 GHG emissions tCO2e	17,000
Total gross Scope 3 Downstream GHG emissions tCO2e	0
Total gross Scope 3 Upstream GHG emissions tCO2e	907
Total Energy consumption mWh (Gas+Electric)	85172
Total renewable energy consumption mWh	12102
Total weight of hazardous waste tonnes	0
Total weight of non-hazardous waste tonnes	347
Total weight of waste recovered tonnes	263
Total Electricity Consumption kWh	12,101,869
Total Gas Consumption kWh	73,070,047
Total amount of water used litres	425,657,000
Weight of recycled waste tonnes	263
Total weight of waste recycled tonnes	347

Appendix- 2024 Ethics & Sustainable Procurement Data

Ethics

Reporting	2024
Number of reports related to whistleblower procedure	0
Number of confirmed corruption incidents	0
Number of confirmed information security incidents	2
Percentage of employees trained on business ethics	85%
Percentage of risky trading partners covered by a due diligence process on corruption or information security	0%
Percentage of all sites assessed or audited internally on a specific business ethics issue	17%
Percentage of all sites with an ethics certification, such as ISO 27001 or ISO 37001	17%

Sustainable Procurement

Reporting	2024
Percentage of targeted suppliers that have signed the sustainable procurement charter or supplier code of conduct	28%
Percentage of targeted suppliers with contracts that include clauses on environmental, labour, and human rights requirements	100%
Percentage of targeted suppliers that have gone through a sustainability assessment	43%
Percentage of targeted suppliers that have gone through a sustainability on-site audit	0%
Percentage of buyers across all locations who have received training on sustainable procurement	67%
Percentage or number of audited or assessed suppliers engaged in corrective actions or capacity building	0%

SASB Reporting



SASB (Sustainability Accounting Standards Board) Standards provide a framework for disclosing financially material sustainability information. Examples of SASB data reports showcase how companies disclose information related to environmental, social, and governance (ESG) factors.



Clean Linen Services aligns with the SASB framework by addressing key environmental, social, and governance (ESG) factors through its core policies. The company sets clear targets on carbon reduction, ethical labour practices, and responsible sourcing. Its focus on supply chain transparency, circular economy, and employee wellbeing reflects SASB's emphasis on material sustainability topics relevant to its industry.

SASB Reporting- Professional & Commercial Services

		Data Security
SV-PS-230a.1	Description of approach to identifying and addressing data security risks	We take a proactive approach to data security by regularly identifying and assessing potential risks across our systems, platforms, and processes. Our framework includes annual risk assessments, real-time threat monitoring, and the implementation of multi-factor authentication, encryption protocols, and access controls. Staff undergo mandatory cybersecurity training to promote awareness and reduce human error, while our IT team conducts periodic audits and penetration testing to identify vulnerabilities. In the event of an incident, our incident response plan ensures swift action, minimising potential impacts and ensuring compliance with data protection regulations such as GDPR.
SV-PS-230a.2	Description of policies and practices relating to collection, usage, and retention of customer information	We follow strict data governance policies to ensure that the collection, use, and retention of customer information is transparent, lawful, and secure. Data is collected only for clearly defined business purposes and with the consent of the customer, in line with applicable regulations such as GDPR. Usage of this data is limited to what is necessary to deliver our services, improve customer experience, and comply with legal obligations. Retention periods are clearly defined in our data retention policy, with personal information securely deleted or anonymised once it is no longer needed. All customer data is stored using encrypted systems, and regular audits are conducted to ensure compliance and accountability.
SV-PS-230a.3	(1) Number of data breaches,	2
SV-PS-230a.3	(2)(a) percentage of data breaches that involve customers' confidential business information	0
SV-PS-230a.3	(2)(b) percentage of data breaches that are personal data breaches,	2
SV-PS-230a.3	(3)(a) number of customers affected	0
SV-PS-230a.3	(3)(b) number of individuals affected	20
Workforce Diversity & Engagement		
SV-PS-330a.1	Percentage of (1) gender representation for (a) executive management	14.29% women, 85.71% men
SV-PS-330a.1	Percentage of (1) gender representation for (b) non-executive management	57.14% women, 42.86% men
SV-PS-330a.1	Percentage of (1) gender representation for (c) all other employees	39.04% women, 60.96% men
SV-PS-330a.1	Percentage of (2) diversity group representation for (a) executive management	The company does not currently collect or disclose diversity related data across its workforce. We are in the process of reviewing our data management practices to assess the feasibility of capturing these metrics in future reporting cycles
SV-PS-330a.1	Percentage of (2) diversity group representation for (b) non-executive management	The company does not currently collect or disclose diversity related data across its workforce. We are in the process of reviewing our data management practices to assess the feasibility of capturing these metrics in future reporting cycles
SV-PS-330a.1	Percentage of (2) diversity group representation for (c) all other employees	The company does not currently collect or disclose diversity related data across its workforce. We are in the process of reviewing our data management practices to assess the feasibility of capturing these metrics in future reporting cycles
SV-PS-330a.2	(1) Voluntary turnover rate for employees	22.49%
SV-PS-330a.2	(2) involuntary turnover rate for employees	10.21%
SV-PS-330a.3	Employee engagement as a percentage	We do not record employee engagement
Intellectual Property Protection & Media Piracy		
SV-PS-510a.1	Description of approach to ensuring professional integrity	We are committed to upholding the highest standards of professional integrity across all areas of our operations. This is reinforced through a clear Code of Conduct, mandatory ethics training, and whistleblowing procedures that allow employees to report concerns confidentially. All staff are expected to act with honesty, fairness, and accountability in line with our corporate values. We have governance structures in place to oversee ethical compliance, and any breaches are investigated promptly with appropriate disciplinary action. By fostering a culture of transparency and responsibility, we aim to build long-term trust with clients, colleagues, and stakeholders.
SV-PS-510a.2	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	0
Table 2. Activity Metrics		
SV-PS-000.A	Number of employees by: (1) full-time and part-time,	1163 & 63
SV-PS-000.A	Number of employees by: (2) temporary, and	n/a
SV-PS-000.A	Number of employees by: (3) contract	n/a
SV-PS-000.B	Employee hours worked, percentage billable	n/a