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HIVE CLEANING

Impact Report 2026



A GLOBAL LEADER IN A MOVEMENT TO BENEFIT PEOPLE & PLANET

Leadership Letter

We founded Hive Cleaning to challenge the way our industry operates, proving that exceptional service, commercial success and genuine environmental responsibility can thrive together.

Today, we're proud to be the world's highest-scoring B Corp certified office cleaning company, supporting over 115 clients across 130 sites in London. Many of our clients are fellow B Corps, reflecting a shared commitment to responsible business and creating positive change.

Our people remain at the heart of everything we do. Every member of our team receives at least the Real Living Wage, benefits from guaranteed working hours and has access to City & Guilds-accredited training. This year, we've also introduced the Workforce app, making it easier for colleagues to manage their shifts, holidays and working lives.

We have maintained Net Zero emmisions across Scopes 1 and 2 since 2024 through 100% renewable electricity and fully electric fleet, and our Scope 3 footprint is now limited to unavoidable emissions.

Our volunteering programmes and fundraisers have engaged over 500 people this year across our beehives, Hive Wood, canal clean-ups and Beaufest.

Our B Impact Score of 122.2 places us at the forefront of responsible cleaning worldwide, inspiring us to keep raising standards and demonstrating what's possible when people, planet and purpose come first.

Daniella Beaumont CFO & Co Founder



Our Principles

Immaculate cleaning

Motivated and valued staff

Extremely high standards of customer care

Engaged stakeholders & transparency

Comprehensive carbon reduction strategies

Innovative green technologies

We make these principles a reality:

- We pay all employees a Real Living Wage or above
- We use non-toxic cleaning materials and products
- We minimise single use plastic and use microfibre cloths that dont shed microplastics
- We utilise circular economy models
- We monitor, measure and reduce our carbon footprint
- We deliver three major environmental volunteering initiatives
- We are fully transparent, from quotations through to our ESG reporting
- We work with honesty, dedication and integrity
- We only work with supply partners who share our values

Journey to Certification

Becoming a B Corp was a natural progression of our longstanding commitment to ethical and sustainable business practices. We first achieved certification in 2022 with a B Impact Score of 108.5, the highest among UK cleaning and facilities management companies at the time.

In October 2025, we successfully recertified with an improved score of **122.2**, making Hive the world's highest-scoring B Corp-certified office cleaning company, reflecting three years of continued progress in our social and environmental performance.

Being part of the B Corp community brings valuable opportunities to collaborate with like-minded organisations, build new partnerships and work with clients who share our values. The rigorous standards of recertification also encourage us to keep improving and raising the bar.

Our commitment extends throughout our supply chain. Key partners, including Futures Supplies, Simply Washrooms, Liberty Washrooms and First Mile, are all certified B Corps, and we're particularly proud to have supported Futures Supplies on their own certification journey.

We also actively source products from B Corp manufacturers, including Cheeky Panda for sustainable bamboo tissue and &Sisters (Mooncup) for environmentally responsible period care. By working with businesses that share our values and encouraging others to pursue certification, we're helping to create positive change well beyond our own operations.

Our B Corp Score: Overall

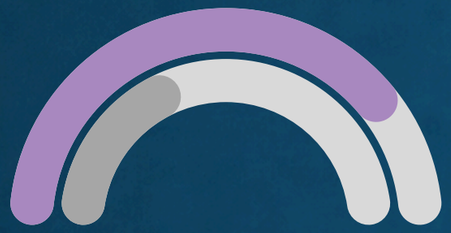
Certified B Corporation

This company meets verified standards for social and environmental business practices.

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HIVE CLEANING	122.2
UK AVERAGE	82.2
SECTOR AVERAGE	81.0

Our B Corp Score: Categories



Governance
Hive Cleaning 16.3
Industry Average 7.9



Community
Hive Cleaning 43.8
Industry Average 21.1



Customers
Hive Cleaning 3.1
Industry Average 1.8



Workers
Hive Cleaning 23.5
Industry Average 16.8



Environment
Hive Cleaning 35.3
Industry Average 21.7

Our Impact



Our approach to the five B Corp impact areas is to set tangible, achievable targets that produce meaningful results.

We collect data across every strand of ESG and report each year against the commitments we made before.



Our Certifications

Along with B Corp, our independently verified credentials cover:

Sustainability (Planet Mark, Plastic Bank Foundation, ISO 14001)

People & Safety (Living Wage Employer, WEConnect International, , Disability Confident, ISO 45001, IOSH, NEBOSH)

Quality (ISO 9001, SafeContractor)

Certified B Corporation

Part of a global movement working to benefit people and the planet.

Learn more at bcorp.com

PlanetMark

plasticbank foundation

SafeContractor APPROVED www.alcumusgroup.com

LIVING WAGE EMPLOYER

CERTIFIED WEConnect INTERNATIONAL WOMEN'S BUSINESS ENTERPRISE

ISOQAR.COM ISO 14001 ISOQAR REGISTERED

ISOQAR.COM ISO 45001 ISOQAR REGISTERED

ISOQAR.COM ISO 9001 ISOQAR REGISTERED

disability confident EMPLOYER

Impact Area 1: Governance

MISSION-DRIVEN

Our purpose guides our decisions, from sourcing the most planet friendly products to partnering with clients and suppliers who share our commitment to people and the planet.



LED BY WOMEN



We're majority woman-owned and WEConnect-certified, and women hold around 80% of management roles, supporting a culture where women build long careers with us.

TRANSPARENT

We publish our B Corp impact score, sustainability goals and employee feedback, and take an open-book approach to quotes and costs.



ENGAGED STAKEHOLDERS



Employees, clients and suppliers shape how we operate, from everyday operations to testing eco products to joining volunteering days and B Corp collaborations.

ETHICAL

We provide fair pay, safe working conditions, thorough training and open communication for every directly employed member of staff, and select suppliers who meet the same standards.



GROWING RESPONSIBLY



Our client base and number of sites keeps growing, with many new clients certified B Corps, which shows that we can scale while keeping our values intact.

Impact Area 2: Workers

London Living Wage:
Hive Cleaning has been a Real Living Wage employer since day one, paying at least the Living Wage to every employee.

UHUB Training:
Our City & Guilds-accredited platform delivers practical training modules, giving employees sustainable, transferable skills.

Internal Promotion:
Most of our managers and supervisors began as cleaners and have been promoted and supported to grow their careers.

Equal Wages:
We ensure everyone earns the same as others in similar roles, regardless of age, gender, background, or any other personal characteristics.

Disability Confident
We recruit, retain, and support neurodivergent and disabled workers and those with long-term health conditions

Reward Schemes:
We run two employee reward schemes: for learning and development, and celebrating performance in quality audits.

Flexible Working:
We match employees' addresses with client sites to minimise commute, support work-life balance, and reduce our carbon footprint.

Tight-Knit Teams:
Each supervisor manages around 15 cleaners and each area manager oversees two supervisors, keeping communication direct.

Guaranteed Hours:
We never use zero-hour contracts, and every employee has fixed hours that provide job security and a regular income.



Impact Area 3: Community

Our three volunteering programmes, **Air (bees), Land (Hive Wood) and Water (canal clean-up)**, bring customers, suppliers and team members together on practical environmental projects. We fully fund every activity and runs each programme on a not-for-profit basis. We engaged some 500 volunteers over the last year.



BEEHIVES (AIR)

Our bees support London's biodiversity and provide honey that we share with clients. They are kept at Bee Urban in Kennington Park, where monthly Beekeeping Experience Days let volunteers learn about bees, build hives, harvest honey and more.





HIVE WOOD (LAND)

In 2023 we bought a 7-acre meadow in Devon to restore as traditional broadleaf woodland. At our March 2026 planting weekend volunteers planted 1,000 additional trees and 500 metres of hedgerow, and the woodland continues to remove CO2 and improving habitat for.





CANAL CLEAN-UP (WATER)

From May to September we host volunteer clean-ups from Paddington Basin to Camden Lock aboard electric Go Boats, removing plastic and litter from the canal and its towpaths so that local waterways stay cleaner for people and wildlife.



Impact Area 4: Environment

Carbon Footprint Reduction

We have measured our carbon emissions across Scopes 1, 2 and 3 since 2017, our baseline year, and report them against both spend and activity because our turnover has grown steadily. Between 2017 and 2025 our emissions fell by more than 90%. Our footprint is externally certified by **Planet Mark**, and this year's certification is our eighth consecutive one. Our calculations use the UK Government DESNZ conversion factors.

Scopes 1 and 2: Net Zero

We reached **Net Zero in 2024** and have maintained it since. Our head office runs on renewable electricity, has had no gas boiler since our 2023 office move, and our fleet is electric and charged with renewable energy.

Scope 3: Unavoidable Emissions

Purchased goods and commuting make up most of our remaining emissions, which we have reduced to what is unavoidable at present. Our team commutes by public transport, cycling or walking.



Our 2025 results for Scope 3 are

Commuting:
0.1 tCO2 per employee

Water:
0.01 tCO2

Waste:
0.01 tCO2

Purchases:
0.0047 tCO2 per £ of turnover

Impact Area 4: Environment

Plastic Reduction

We have been certified by the Plastic Bank Foundation for **7 years**, preventing the equivalent of **50,000 plastic bottles** a year from reaching the ocean, and we make annual contributions to offset the small amount of unavoidable plastic that remains.

Toucan Eco technology makes over **80% of our cleaning solutions** on site from tap water and salt, reducing chemical use, transportation and plastic waste.

Impact Area 4: Environment

Plastic Reduction

We use plastic-free products and packaging in the great majority of our supplies, and we have cut our use of microfibre cloths by 30%.

We provide clients free bottles made from 100% recycled, UK-made glass for hand soap, hand lotion, dish soap and sanitiser, keeping thousands of plastic bottles out of the waste stream.

Impact Area 4: Environment

Green technologies



PUDU SH1 is one of our examples of green tech: an intelligent floor scrubber that uses up to 80% less water and reduces cleaning time by up to 70% compared with conventional mopping. Powerful mechanical cleaning means, no chemicals, less waste and improved efficiency.

Impact Area 5: Customers

We now serve 130 sites for 115 clients across London, and around 10% of those clients are certified B Corps themselves. Our clients choose us for consistently high cleaning standards delivered in line with values we share, and we work to give them the transparency and practical support that make those partnerships last.

- **Growing client base:** Our portfolio continues to expand, and the B Corps among our clients show that organisations committed to high standards recognise those standards in our work.

- **Open-book transparency:** We share our quotations and costs openly, so clients understand exactly what they are paying for and why.

- **Independently verified quality and safety:** Our B Corp certification, ISO and SafeContractor accreditations, together with regular quality audits, give clients confidence in how we deliver our service.

- **Sustainable cleaning:** Clients benefit from green tech, cleaning solutions made on site with Toucan Eco and from free refillable recylced bottles, which reduce chemical use and plastic packaging.

- **Healthier offices:** We use only non-toxic cleaning products, and machines don't rely on chemicals, so our clients' spaces are cleaned with fewer harsh substances, reducing allergies and illnesses.



Double Materiality

Our double materiality assessment looks at two sides of Hive Cleaning's sustainability. **Impact materiality** is the way our operations affect people and the environment, while **stakeholder materiality** covers the expectations and priorities that shape how we work. The issues our stakeholders care about most are same ones that support the long-term success of our business.

The five B Corp Impact Areas below show our most material issues alongside the areas in which we consistently outperform industry and sector averages.



MATERIALITY: VERY HIGH

- Managing our material impacts and keeping the trust of stakeholders depends on governance grounded in purpose, openness and oversight.
- Our high score in this area reflects a clearly defined mission, ongoing engagement with stakeholders and strong accountability



MATERIALITY: HIGH

- Our fully funded volunteer programmes and genuine engagement with local stakeholders continue to create meaningful benefits for the communities around us.
- The strength of this score shows the depth of our community commitments and how relevant they are to the people we work with.



MATERIALITY: VERY HIGH

- Fair pay, secure contracts, training and opportunities to progress are central to how our business affects the people who carry out our work.
- Investing in our workforce carries real ethical weight and contributes to an area of impact that our clients recognise and appreciate.



MATERIALITY: VERY HIGH

- Our carbon footprint, use of non-toxic materials, plastic reduction and care for nature make the environment one of the most significant areas where our business has an impact.
- Scoring well ahead of sector averages shows the leadership in our operations and the priority we give to environmental performance in our strategy.



MATERIALITY: HIGH

- Stakeholders see responsible customer relationships and ethical service delivery as material issues, and we treat them accordingly.
- The improvement in this score shows how responsible practices across our services add to the overall value we create for stakeholders.

Our Achievements in 2025 and Goals for 2026

	What we said we would do	What we did	What are we planning to do
Governance	Continue encouraging and influencing our stakeholders to become B Corps	All of our major suppliers are now B Corps, and we are in constant converstion with our clients about B Corp purposes and benefits.	Maintain the same level of B Corp suppliers, increase the percentage of the B Corp clients
Workers	Continue paying at least the Real Living Wage Implement the new Workforce app to help staff manage their time, shifts and holidays more effectively	Everyone is paid at least the Real Living Wage and the Workforce app has been implemented successfully.	Maintain paying everyone at least the Real Living Wage
Environment	Continue consistent carbon reduction. Research, test and use more zero-plastic products	We have maintained Net Zero in Scopes 1 and 2, and have reduced our Scope 3 emissions by 22%	Complete Planet Mark's Advanced Business Certification package as part of the Net Zero Certification Programme for 2027.
Community	Grow our beehive colonies and look after more bees. Continue our community volunteering days, increasing engagement at beekeeping experience, canal clean-up and tree planting days.	We have sucessfully continued our 3 volunteering initiatives with some 500 people joining across 3 activities of beekeeping experience days, tree planting and canal cleaning.	Continue our three initiatives, engaging customers, suppliers, staff members and other partners.
Customers	Maintain high customer satisfaction levels. Organise training sessions for the management team for working with clients	We maintained 100% customer satisfaction levels. The training session took place during the first Hive Conference in April 2026	Maintain the same satisfaction levels

Thank you!

Thank you for reading our Impact Report.

We are grateful to our staff, customers and suppliers, whose work and trust make Hive Cleaning the company it is and made our B Impact score of 122.2 possible. We are proud of the progress on our B Corp journey and of the benchmark it sets for the cleaning industry, and we will keep showing that exceptional cleaning can go hand in hand with transparency, ethics and sustainability.

We also thank the wider B Corp community, whose support, ideas and example continue to guide us.



www.hivecleaning.com