



## Corporate Social Responsibility (CSR)

Charter 2024

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**Taking positive  
action as a responsible,  
sustainable supplier.**

## ABOUT TWO SERVICES

### Our company

**Established in 1986, TWO Services is one of the only companies in the UK to provide commercial cleaning and maintenance services under one roof.**

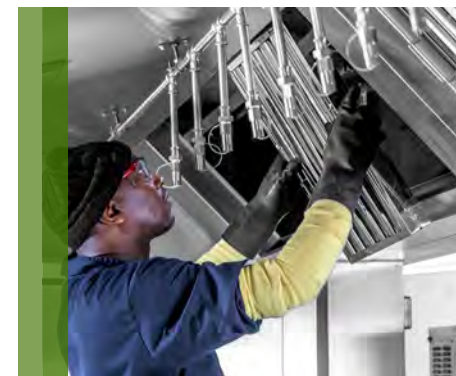
First and foremost, we're a family outfit; founder Alan Osborn brought his sons onboard shortly after launching his new venture more than 35 years ago, and Barry and Jon have taken to the reins in recent years to guide the business into further expansion.

After many years of developing a stellar reputation in the UK's hospitality sector, we now deliver our award-winning services nationwide.

We have operational centres in both London and Leeds, and our head office is based in Basildon, Essex. Our client base consists of some of the country's largest caterers and facilities management outfits, not to mention countless hospitality venues, schools, housing developments, retirement homes, and public sector buildings, all of which rely on our 100-strong staff to keep them running smoothly, safely, and compliantly.

With growth comes new challenges – as well as, of course, the opportunity to do better and be better.

While we're incredibly proud of our work, our team, and our approach, we know there is always more to be done when it comes to operating sustainably and delivering positive contributions to the world around us.



This document seeks to outline our targets from a corporate and social responsibility standpoint; that is, what we want to achieve in order to reduce our environmental impact, and what we plan to do to support our people, our clients, and individuals and organisations in the wider community who will benefit from our help.



# ABOUT TWO SERVICES

## Our aspirations

**At TWO, we understand that even the smallest steps in the right direction can have a considerable impact on our operations, not to mention the environment.**

In line with our commitment to reducing our carbon footprint wherever possible, we have pledged to assess, monitor, and improve our output in several areas of our business.

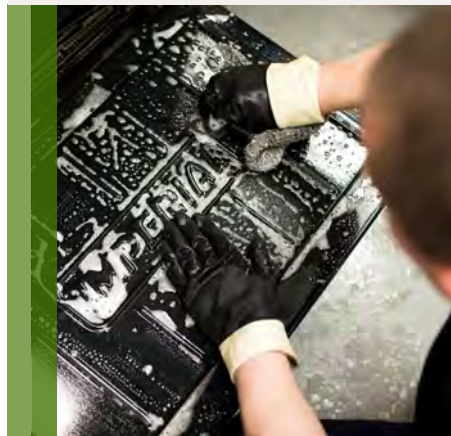
These measures will include (but will not be limited to):

- ✓ Managing business travel efficiently
- ✓ Optimising our fleet for lower emissions
- ✓ Encouraging greener commuting
- ✓ Reducing fuel and electricity usage
- ✓ Choosing sustainable products, materials, and solutions
- ✓ Continuing to recycle waste extensively across all parts of our business operations

With ongoing advice and support from our dedicated external sustainability consultant, we will be using NatWest's Carbon Planner template as a means of benchmarking our current footprint more accurately so we can make further improvements and reduce our impact.

We plan to publish more information on our activities at regular intervals to reassure our stakeholders, suppliers, and customers that we are on track to reach our goals.

These aren't empty promises. We are investing significantly into greener resources to ensure we make tangible progress in the above areas. After all, greenwashing is a serious concern for our industry, and the last thing we want to do is make vague, unsubstantiated claims about sustainable practices, without practicing what we preach.



## Meet our leadership team



**Barry Osborn, Managing Director**

"We have always been proud of our ability to adapt with the times and remain ahead of the curve. We're now expanding our innovative thinking to our sustainability strategy, and we can't wait to share new milestones with the TWO family."



**Jon Osborn, Finance Director**

"Like every business, we need to balance our ambitions against budgetary constraints. But our work so far has proven that it is possible to make actionable changes to our operations in line with our financial performance, as long as sustainability remains high on the agenda."



**Oliver Smith, National Sales Director**

"When speaking with our clients, colleagues, and suppliers, it's clear that sustainability is at the forefront of everyone's minds – and rightly so. We see and hear the concerns being raised in our industry and we want to do everything we can to make a positive difference."





## SUSTAINABILITY

### Why it's a key focus

**We don't need to explain to you how global warming is impacting the planet. But we do want to tell you what we're going to do about it.**

The hospitality industry is a mass polluter. Consumption is high, with recent figures suggesting that the sector as a whole consumes enough energy to power 1.2 million homes every single year. Wastage is also an issue; 1.1 million tonnes of food is thrown away every 12 months, which is roughly 12% of the UK's total food waste.

While TWO Services is not a food and beverage operation per se, we see the effects of the above on our clients' businesses, and we recognise the pressing need for change. As key suppliers to a market that must find more effective ways to offset what it consumes, we want to do our bit.

This means working out how to function more sustainably, without compromising on the quality of service we provide.

It's a substantial challenge – but here's how we're tackling it head on.

### Using eco-friendlier cleaning chemicals

We have sourced cleaning products that help us maintain exceptional hygiene standards without causing unnecessary damage to our environment.

With help from our health and safety consultants at **Botson Daniels**, we have selected a range of cleaning substances that have been carefully chosen not only for their effectiveness, but to ensure the health and safety of our staff.

We have used our non-toxic products for many years and all our operatives have received COSHH training. As an aside, we have also been certified to ISO 14001 since 2008, which means we have focussed on our environmental impacts for some time through our environmental management system and our external compliance audits.



## SUSTAINABILITY

### Recycling our waste

Though we try to be as eco-conscious as possible, TWO, like every business, does generate unavoidable wastage.

We have a long-established partnership with a local waste disposal company. This provider collects our used or unwanted items for recycling from our 1100 litre bin on a weekly basis.

We also repurpose our parts and packaging with local firm J4 UK Limited.

### Tracking our emissions

We are using NatWest's Carbon Planner to benchmark our CO2 emissions, particulate emissions, and nitrous oxide emissions from our company vehicles. These benchmarks will be produced for our three business divisions: deep kitchen cleaning, general cleaning, and maintenance.

We will set performance markers using the data collected in 2024 and explore solutions and strategies that will help us reach our new targets for 2025 and beyond.

The results will be released in due course. Please ask our team for more information.

### Creating a more sustainable working environment

We've made a series of improvements to our headquarters to deliver a more comfortable space for our staff and keep our energy usage to a minimum.

- ✓ Traditional lightbulbs were swapped for energy-saving LED alternatives. This was one of the first initiatives we introduced several years ago, and aside from the eco benefits of switching to LEDs, we have benefitted from longer-lasting lighting at a fraction of the cost. It's a win/win!
- ✓ Double glazing was fitted throughout our premises to help retain warmth and lower heating bills. We also installed extensive insulation for the same purpose.
- ✓ Energy efficient radiators were installed to distribute warmth more evenly and limit energy usage.
- ✓ Our central heating system is serviced regularly to ensure it's performing at its best.



### Travelling consciously

We're a nationwide business, which means many of our staff are out on the road. So, in a bid to save petrol and diesel, our fleet of vehicles are tracked, which helps us manage our teams to ensure they use their time wisely, and their journeys are planned for maximum efficiency, eliminating crossovers (where practical).

Our vans are fitted with speed governors to ensure our drivers do not exceed the speed limit, and fuel efficiency is maintained.

We acknowledge the wider shift towards electric vehicles, and we are planning to phase in an electric fleet in the near future, subject to investment feasibility. We currently do not have electric hybrid vehicles within our fleet, as our policy is to replace each vehicle when it comes to the end of its life with either a fully electric or hybrid vehicle.





## SOCIAL IMPACT

### Championing equality and compliance

Making sure we are running our business fairly, ethically, and in line with best practices is extremely important to us.

- ✓ We consider ourselves to be an inclusive employer, and we have implemented a corporate equality and diversity policy to outline our approach in more detail.
- ✓ We do comply with the UK Modern Slavery Act 2015 in its entirety, and we work with our suppliers and potential suppliers to identify and manage areas of risk in our purchases. Every aspect of our supply chain is vetted to ensure our compliance in this area.

Demonstrating our commitment to looking after our staff, customers, and wider network, we have achieved the following accreditations:



Our staff undergo regular training in the products and systems we use and are constantly striving to improve their knowledge.

We're passionate about contributing positively to our local communities. We look after those closest to us (and those a little further afield) by:

### Carrying out pro bono cleans and maintenance visits

We often deliver our services to worthy venues free of charge. To date, we have created pro bono partnerships with an Essex-based hospice, a drop-in day centre, and the One Love Project, which supports the vulnerable people of Southend.

### Supporting charitable causes wherever possible

Recent projects include donating prizes for various charity raffle draws, raising awareness of brilliant industry initiatives such as The Clink Charity, and sponsoring the Institute of Hospitality's annual golf day.

### Supporting local projects

We're always looking for opportunities to lend our expertise to those in need. For example, we recently donated vital kitchen appliances to a community garden, enabling volunteers to deliver affordable meals for those who attend its therapeutic gardening programme.

## WHAT NEXT?

### Accountability. Transparency. And above all, improvement

Our aim is to produce annual CSR reports to share our progress and advise our customers, colleagues, and suppliers of any new measures we have introduced in recent months.

We will be proactively monitoring changes within the industry, so we are ready to react to new announcements and initiatives.

We will also be releasing more insights into our CSR policies via our website and our social media channels.

### Remaining an Investor in Wildlife

We have been advocates of the Essex Wildlife Trust since 2017 and are proud of our Gold member status. Additionally, as part of a joint undertaking, we provided much-needed investment for a great crested newt mitigation pond at a local reservoir.



# CONTACT TWO SERVICES

## **Get in touch to learn more about our take on CSR**

We're doing everything we can to act responsibly and play our part in reducing wastage within the hospitality industry – but we know we're not perfect.

If you have any questions regarding the policies and strategies mentioned here or would like to share your own ideas with our team, please don't hesitate to contact us.

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