

ESG Impact Report

Andron Facilities Management - 2025
www.andron.co.uk



CEO Introduction

Despite it being a difficult year with the [loss of my dad and our co-founder Ron Stewart Jnr](#) in August, 2025 was another successful year for Andron. We celebrated [45 years in business](#), grew by 20%, and the progress we made on our ESG commitments is something we are genuinely proud of.

At Andron, our vision is to become the most trusted, family-owned national provider of cleaning and security services in the UK. That word, trusted, goes back to the very foundations of this business. We were founded on a simple set of values: trust, honesty, integrity, treating people fairly and doing the right thing, and my dad and grandad carried those into everything they did from the day they started cleaning carpets in 1980. They still guide every decision we make today.

Alongside delivering a service our clients rely on every day, central to achieving that vision is our ambition to be an industry leader in ESG, not just

in how we run our own business, but in how we help our clients achieve their own sustainability goals.

Our clients' needs have changed significantly in recent years, and the expectations they have of their service partners have grown with them. Cleaning is no longer something that happens in the background, it is a key part of the workplace experience. With so many of our clients focused on bringing people back into the office, the standard of that experience matters, and we are increasingly working alongside them as a strategic partner, delivering consistently and supporting their wider objectives.

At the same time, the workplace environment makes up a significant portion of global carbon emissions, and our clients are looking to their service partners for support in reducing those emissions and achieving the sustainability goals they have set out. That means being able to show them, right down to building level, what is

coming into their buildings, what is going out, and what impact it is having. It means ensuring that everything we bring onto a client site is as sustainable as possible, and that it goes back into recycling when it is done. It means working with suppliers who are having a positive impact on society and the planet, so that our clients' purchasing decisions create a ripple effect beyond the building.

Throughout 2024/25 we have continued to invest in our ability to support clients in delivering against those commitments. [Achieving Planet Mark certification](#) and completing our net zero transition plan, for example, gives us a credible, verified framework to reach our target of net zero by 2045 and provides clients with greater visibility of the Scope 3 emissions associated with the work we provide for them.

That same commitment is reflected in how we look after the people delivering the service every day. FM has historically been an industry that has not looked after its people particularly well, and we have spent years working to change that at Andron. Daytime working patterns, fair pay, genuine investment in development and a culture that people want to be part of are why our client retention rate is 99% and our partnerships average 15 years. In 2024 we [launched our Leadership Academy](#) to support the development of our people and create clearer pathways for progression, and we are already on our second cohort, with colleagues from the first programme moving into more senior roles across the business. You can read more about how we are making work work for our people in the pages that follow.

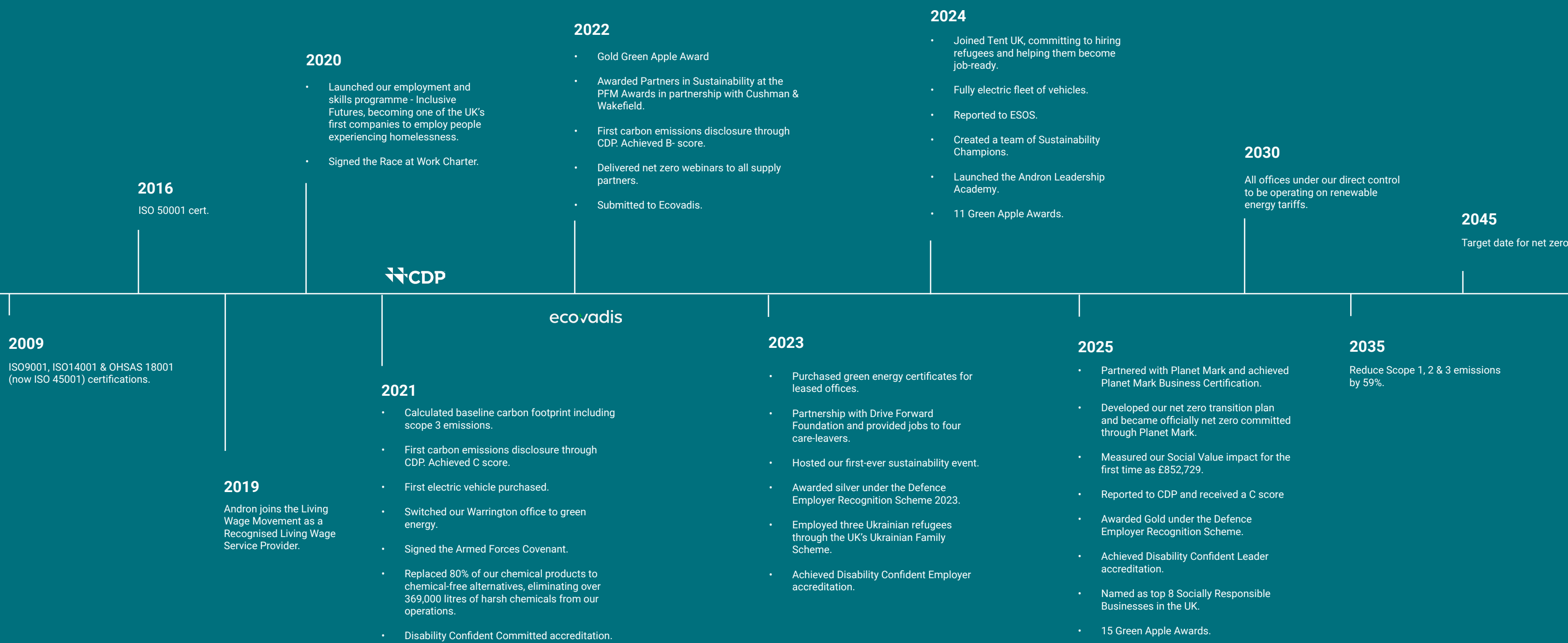
The same values that guide how we look after our people also extend to the communities around us. Through Social Bite and Drive Forward Foundation, alongside newer partnerships with The Passage and Enable, our Inclusive Futures programme has now helped 26 people from disadvantaged backgrounds into stable employment since 2020. Our colleagues also contributed [hundreds of hours to community causes](#), many alongside our clients.

We have also started a partnership with Prostate Scotland, a charity we are keen to support in raising awareness and one that meant a great deal to my dad. Before he passed, he raised £25,000 for the charity, which Andron matched, meaning £50,000 has gone towards a cause that is now very close to my heart, a meaningful tribute to his memory and to everyone supporting others through this disease.

Throughout 2025, we have continued to make strong progress as a business, while remaining honest about where there is more to do. Being ranked in the top eight most socially responsible businesses at the British Business Awards, winning a PFM Partnership Award with Silverburn and 15 Green Apple Awards in partnership with our clients is strong recognition of this work, and we remain fully committed to building on that progress. We hope this report gives you a clear picture of the positive steps we have taken so far.

Cheryl Stewart
CEO

Our Journey so far



Our Highlights

91%

OF CONTRACTS PAYING RLW

£34.6M

TOTAL VERIFIED SOCIAL VALUE
IN 2025



2045

NET ZERO BY 2045 TRANSITION
PLAN COMPLETED WITH
PLANET MARK

£180K

SPENT WITH DIVERSE
SUPPLIERS, TARGET £1
MILLION BY 2026



2.9%

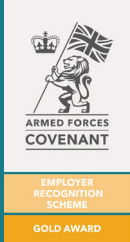
COMPANY PROFITS DONATED
TO CHARITY

8,734 kg CO₂e

AVOIDED THROUGH
SUSTAINABLE PROCUREMENT
ACROSS CLIENT SITES

15

CHARITIES SUPPORTED



6,266

TREES PLANTED VIA SERIOUS
TISSUE

74.1%

REDUCTION IN TRANSPORT
EMISSIONS



1,000kg

SINGLE-USE PLASTIC AVOIDED
ACROSS CLIENT SITES

9

PEOPLE SUPPORTED INTO
EMPLOYMENT THROUGH
INCLUSIVE FUTURES



Environmental

Environmental areas of focus

When it comes to environmental hotspots in the facilities management industry, we've identified four key areas of focus to drive innovation and more sustainable practices:



Energy

With the built environment responsible for almost 40% of all carbon emissions in the UK, reducing our carbon consumption, and that of our clients, is essential. Our commitments include:

- Net zero by 2045
- Utilising data-driven, on-demand cleaning to reduce energy use in our client's sites through more targeted cleaning schedules
- Consolidating materials transport to maximise loads and minimise journeys
- Battery-powered equipment
- Renewable energy procurement in all owned offices by 2030
- Operate a fully electric vehicle fleet
- Reduce business travel by 10% year on year
- Deliver net zero webinars to 100% of suppliers to encourage the purchase of renewable energy and carbon reduction initiatives
- Maintain our ISO 50001 accreditation



Materials

Chemicals, textiles, water and plastic are all heavy polluters in the FM industry. Our commitments include:

- Choosing materials focusing on recyclability and reusability
- Using chemical-free cleaning products
- Promoting resource efficiency and supporting a circular economy approach
- Reducing the use of virgin plastic products
- Operating an ISO 14001 and 50001 accredited Energy and Environmental Management System throughout our business activities.
- Supplying operatives with uniforms made from recycled materials



Waste

Waste management is a critical hotspot in the FM industry due to the high volumes of waste it generates, impacting sustainability and regulatory compliance. Our commitments include:

- Working with our supply partners to send zero waste to landfills and achieving at least a 75% annual recycling rate across our customer sites
- Promote reuse and repurposing of materials and equipment
- Implementing robust recycling programs across our sites
- Collaborating with suppliers to ensure they are using minimal and eco-friendly packaging



Biodiversity

The built environment is responsible for approximately 30% of the loss of biodiversity, however, our industry has an opportunity to reverse this trend by considering biodiversity as a key facet in property management. Our commitments include

- Installing beehives, bug hotels, and wildflower beds within our clients green spaces
- Sustainable waste management to reduce pollution
- Engage and educate building users and the community about the importance of biodiversity through informational signage, workshops, and participation in local environmental projects.

Our Journey to Net Zero by 2045

In 2025, we achieved Planet Mark Business Certification and completed our net zero transition plan, giving us a credible, independently verified framework for measuring and improving our environmental performance and providing clients with greater visibility of the Scope 3 emissions associated with the work we carry out for them. As part of our certification, we have committed to a minimum 5% annual reduction in Scope 1 and 2 emissions, with a target of net zero by 2045.

We have set clear milestones along the way. By 2029, suppliers covering 80% of our purchased goods and services emissions will have set their own net zero targets. By 2034, we are targeting a 59% reduction in Scope 1, 2 and 3 emissions. By 2045, we are targeting a 90% reduction in Scope 1 and 3 and a 100% reduction in Scope 2.

Our carbon footprint increased from 6,379.2 tCO₂e in 2024 to 8,376.0 tCO₂e in 2025, an increase of 31.3%, reflecting the organic growth of the business during the year. Both footprints were calculated

in accordance with the GHG Protocol. Scope 3 accounted for 98.1% of our 2025 carbon emissions, with purchased goods and services and employee commuting being the largest contributors. Our supply chain engagement and travel reduction programmes remain central to reducing emissions. Table 1 provides a breakdown of our Scope 1, 2 and 3 emissions for 2024 and 2025.

Scope	Emission Category	YE 2024 tCO ₂ e	YE 2025 tCO ₂ e	YE 2025 Proportion	YE 2025 Change
Scope 1	Mobile Fuels	53.3	39.9	0.5%	-25.1%
	Stationary Fuels	9.6	5.7	0.1%	-40.5%
Scope 2	Electricity (location-based)	42.2	48.7	-	15.5%
	Electricity (market-based)	87.2	117.2	1.4%	34.4%
Scope 3	Category 1: Purchased Goods and Services	4,294.4	6,244.8	74.6%	45.4%
	Category 2: Capital Goods	0	15.7	0.2%	-
	Category 3: Fuel- and Energy-Related Activities	29.3	29.6	0.4%	1.1%
	Category 4: Upstream Transportation and Distribution	5.4	6.9	0.1%	29.1%
	Category 5: Waste	0.1	0.1	0.0%	-9.0%
	Category 6: Business Travel	29.0	44.9	0.5%	55.0%
	Category 7: Employee Commuting	1,854.5	1,839.1	22.0%	-0.8%
	Category 11: Use of Sold Products	16.5	32.0	0.4%	94.4%
Total (market-based)		6,379.2	8,376.0		31.3%

Table 1: Carbon emissions by scope, 2024–2025

Our vehicle fleet is now fully electric, delivering a 74.1% reduction in transport-related emissions. 40.6% of our total energy demand is met by renewable sources, with all offices under our direct control moving to renewable tariffs by

2030. We have committed to reducing face-to-face meetings by 50%, established a team of Sustainability Champions, and deliver Environmental and Energy Awareness training to all staff.

We work with Bunzl to optimise all product deliveries to client sites, with all their vehicles running on a renewable fuel that reduces greenhouse gas emissions by up to 90%. We run supply chain engagement workshops, require all suppliers to complete an annual sustainability survey and sign our Sustainability Charter, and are working with our top five suppliers to improve product emissions data and supporting smaller suppliers through EcoVadis. For our full GHG emissions breakdown and SDG alignment, please request our Planet Mark report.

Sustainable products, waste and biodiversity

All products used on our clients’ sites are assessed and ranked through Bunzl’s sustainability scoring system, covering the product, packaging, producer and production process. We share this data with clients so their purchasing decisions are informed by

measurable impact. Our chemical-free cleaning range uses 88% less energy and 59% less water during production than comparable products, is delivered via CO₂-neutral deliveries, and can replace 90% of chemicals used on client sites. At one client site, switching to a chemical-free programme cut chemical use by 200 litres per month and earned a Green Apple Award for environmental performance.

In 2025, our sustainable procurement choices avoided 1,000 kg of single-use plastic, 4,879 kg of virgin plastic and 8,734 kg of CO₂ across client sites. We are achieving a 77% recycling rate against our 75% target.

Our operatives’ uniforms are made from 100% recycled plastic. All uniforms and equipment at end of life are returned for recycling, and end-of-life office equipment is donated to non-profit organisations. We have installed beehives at client sites, trained operatives as beekeepers, and set up bird boxes, bat boxes and insect habitats to support local ecosystems.



Social



Social areas of focus

When it comes to delivering social value in the facilities management industry, Andron focuses on:



Fair Pay

Historically, average pay within the FM industry hasn't been competitive as other industries. To help improve the pay within the industry, we joined the Living Wage Foundation movement in 2019 as a Recognised Living Wage Service Provider. Our commitments include:

- Pay all of our employees, other than those who are delivering services under contract for a specific client, at or above the UK or London real Living Wage rate, as appropriate
- Increase the amount of real Living Wage paid to such employees by the amount of any increase to the real Living Wage as announced, as appropriate, within 6 months of announcement
- Provide a separately costed real Living Wage compliant bid with responses to requests for estimates for the supply of personnel and invitations to tender, unless a customer expressly requests otherwise.



Health and Wellbeing

Typically, physical demands, long hours, limited breaks and limited access to healthcare during working hours can impact health and wellbeing for many frontline workers. Our commitments include:

- Enhanced benefits above the industry norm
- Increased work-life balance, i.e., 4-day working weeks
- Free access to professional mental health support and mental health first aiders
- Upskilling and educational development programmes



Diversity

Lack of awareness and representation, stereotyping and bias towards certain roles and inadequate recruitment practices can all lead to a lack of diversity in our industry. Our commitments include:

- Inclusive policies and practices
- IDEA training
- Inclusive recruitment practices through our Disability Confident Leader accreditation



Community Impact

Facility management plays a crucial role in the operation and maintenance of buildings and facilities that directly influence the surrounding community. Often, the focus is on reducing costs with little consideration of social value. Our commitments include:

- Donating 1-2% of our profits to local community and wellbeing projects annually.
- Providing all employees with one paid volunteer day annually to use their time and skills in the local community
- Providing employment and workplace opportunities to people from underrepresented socio-economic and vulnerable backgrounds
- Offering apprenticeships and visiting schools and colleges to develop the future workforce



Looking after our people

The gap between the Real Living Wage and the government's National Living Wage is nearly £800 a year for a worker outside London, and over £3,000 for a London worker. That is the difference between managing and not managing, and it is why we have worked contract by contract, over six years, to get 91% of our contracts to Real Living Wage standard. Where clients are not yet there, we work with them on a journey to get there, and we always offer a Living Wage-compliant bid alongside every market rate submittal so the choice is always available.

Pay matters, but so does everything around it. We have focused on making the job genuinely workable for the people doing it. Daytime working patterns, four-day weeks where suitable, enhanced sick pay, virtual GP access and English language classes have all made a real difference to people's confidence and stability. All employees have access

to free mental health support through our Mental Health First Aiders and the Able Futures Access to Work Mental Health Support Service.

In 2025, we supported three weeks of apprenticeships and T-Level placements, and hundreds of colleagues celebrated 5, 10, 15 and 20 years of service with Andron, a reflection of the culture we have worked hard to build. All employees have access to wellbeing programmes and equality, diversity and inclusion training as standard.

In 2024 we launched the Andron Leadership Academy, a six-month blended programme developed in partnership with The Personal Growth Collective, covering leadership and technical skills. Cheryl personally runs modules, reflecting the importance we place on developing our people from within. In 2025 we welcomed our second cohort, and colleagues who completed the first programme have since moved into more senior roles across the business.

We also run quarterly and annual recognition programmes to celebrate the colleagues who go above and beyond, and regular events like Thank Your Cleaner Day, gives us a moment each year to shine a spotlight on the people who keep our clients' buildings running every day. In 2025 the day generated £10,500 in social value, created 10.7 hours of paid work and avoided 970 plastic bottles through sustainable gift choices.

We operate an ISO 45001-certified health and safety management system, supported by our self-developed AAIRS platform for real-time digital incident reporting and performance audits across all sites. Alongside the systems, we invest in building a genuine safety-first culture through continuous training and visible leadership at every level of the business.

Making a difference in our communities

Inclusive Futures is our employment programme for people who face significant barriers to finding work, including those experiencing homelessness, care leavers, veterans and people with previous convictions. It started during the pandemic when Cheryl was volunteering and met someone experiencing homelessness. She offered them a job. They thrived. From that, a programme grew.

Since 2020, we have helped 26 people into stable employment through partners including Social Bite, Drive Forward Foundation, The Passage and Enable. In 2025, working with Social Bite, Drive Forward Foundation, The Passage and Enable,

we supported 9 individuals into roles based directly on client sites. We also hosted an insight day connecting over 20 care-experienced young people with FM professionals and routes into the industry, and participated in careers fairs supporting people furthest from the job market into work.

We donated to 15 charities in 2025, representing 2.9% of profits and our biggest charitable contribution to date. Our teams gave hundreds of hours of volunteering to causes across the UK. At Christmas, colleagues helped raise £400,000 at a Cash for Kids event, volunteered at Mission Christmas, and supported Social Bite's Festival of Kindness, which reached 2,500 people experiencing homelessness. Ron Stewart, our co-founder, raised £25,000 for Prostate Scotland in the weeks before he passed, which Andron matched, bringing the total to £50,000 for a cause that is now very close to the hearts of everyone at Andron.

Our diverse supply chain spend reached £180,000 in 2025, and we have set a target of £1 million by 2026. Working with suppliers including Serious Tissues, TOTM and Amplify Goods means our clients' purchasing decisions create a positive impact beyond the building.

For our full social value breakdown and SDG alignment, please request our Planet Mark report.

Governance

10	MONDRIAN INVESTMENT PARTNERS LTD
10	ROTHKO INVESTMENT STRATEGIES
9	MONDRIAN INVESTMENT PARTNERS LTD
8	SCHRE PATTON BENGA
7	BERNSTEIN ALTCORPORAL
6	ALLIANCE INVESTMENT
6	AS C'ADAM
5	DIGITAL REALTY
5	BARWANE
4	BARWANE
3	UNIVERSITY
2	SCHRE PATTON BENGA
2	AMU
1	REMA





How we govern ESG at Andron

As a family-owned and managed business, purpose has always come before profit at Andron. Our board members are personally invested in the long-term success of the business, and that includes being a sustainable and ethical organisation that looks after our people, our planet and our communities.

Ultimate accountability for ESG sits with the Board of Directors, and sustainability is a standing item at every board meeting. Cheryl Stewart, CEO, sets the direction and tone from the top, reflecting the family-owned values and long-term outlook that have shaped the business since 1980. Andrew Bryan, HSEQ Director, oversees ISO assurance, environmental compliance, our legal register, measurement, reporting and day-to-day ESG delivery.

Andron operates an Integrated Management System certified to ISO 9001, ISO 45001, ISO 14001 and ISO 50001. These standards,

alongside our Planet Mark certification, SafeContractor approval, Avetta membership and Cyber Essentials accreditation, ensure consistent delivery with clear processes and routine independent assurance. We submit to the Carbon Disclosure Project and EcoVadis annually, reported to ESOS in 2024, and maintain 100% organisational and operational boundary coverage.

Our policies and procedures are set at Director level and accessible to all employees through the Employee Handbook, covering Equal Opportunities, Bullying and Harassment, Anti-Bribery, Whistleblowing and Health, Safety and Environment. All opinions are valid at Andron, and we believe in maintaining a culture of open communication and feedback.

All major suppliers have signed our Sustainability Charter and must complete an annual Sustainability Survey covering environmental management, ethical labour practices and responsible sourcing. 86% of our supply chain are SMEs, and we always aim to source from

local suppliers wherever possible. Through our EcoVadis membership, we invite key suppliers to undertake independent ESG assessments and support smaller suppliers to build their capability over time.

Reporting and client transparency

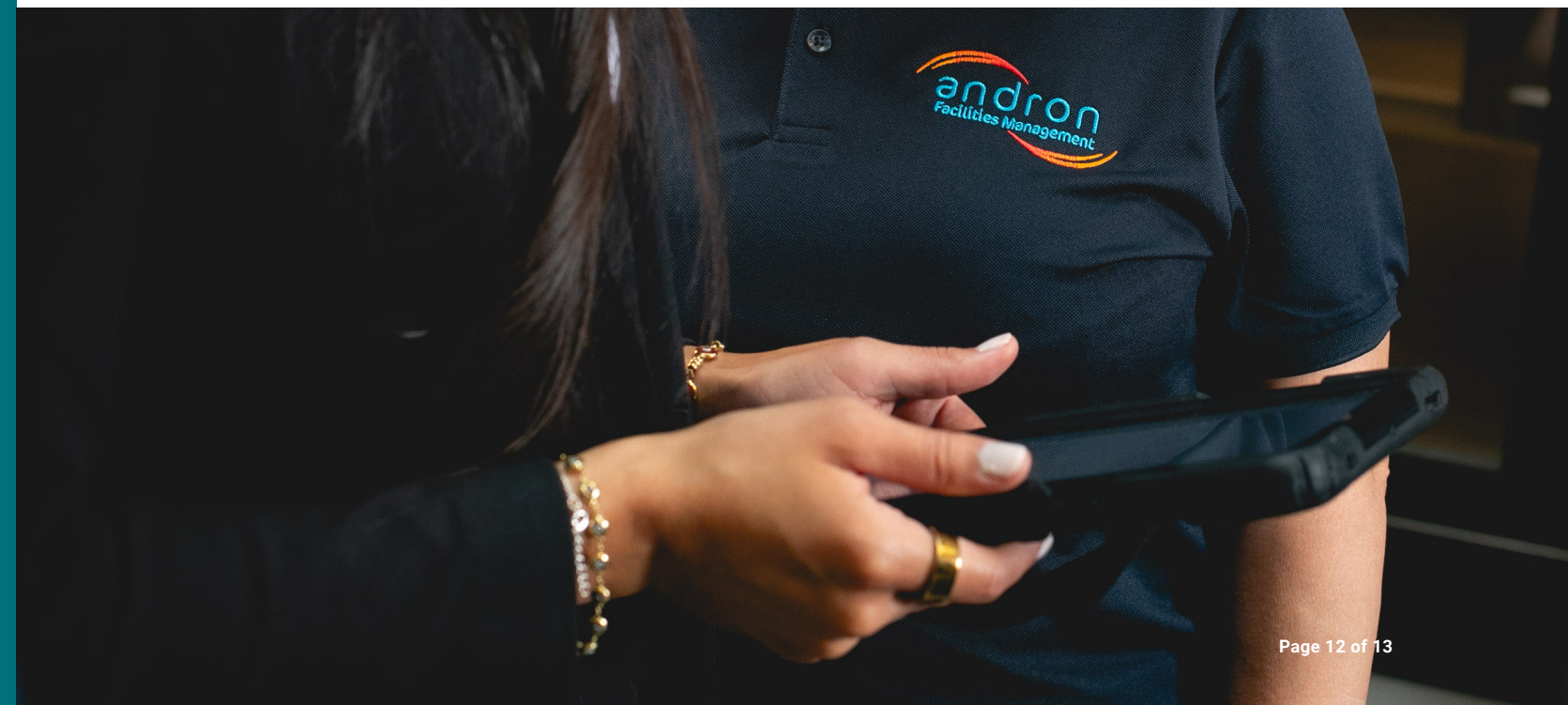
We provide building-level reporting on carbon, waste, chemicals, plastics and social value, giving clients the visibility they need to meet their own sustainability commitments. Data is captured at source from waste partners, procurement systems and fleet telematics, consolidated by our sustainability team, and shared through monthly management information and client reviews. Our Planet Mark verification provides independent assurance of our environmental and social data, which clients can use directly in their own reporting.

For our full GHG emissions breakdown, social value data and SDG alignment, please request our Planet Mark report.

Awards and accreditations

In 2025, Andron won 15 International Green Apple Awards in partnership with our clients, was named one of the top eight most socially responsible businesses at the British Business Awards, and won a PFM Partnership Award with Silverburn. We hold Disability Confident Leader status, the Armed Forces Covenant Gold Award, and are a Recognised Service Provider with the Living Wage Foundation.

If you have any questions or comments about anything in this report, please get in touch at hello@andron.co.uk.





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