



Powered by our people

sustainability highlights report 2023

contents

Foreword

Our sustainable development goals

Our journey so far

Our environmental impact

Our social impact

Our governance approach

Appendix



NJC is committed to an enhanced sustainability strategy, reaching Net Zero by 2030. We recognise the critical role that all organisations must play in tackling this global issue.

foreword

As we respond to our customer and community challenges, offering support as they themselves react and respond to a new normal, it is important we take the breadth of learning opportunities and apply them to our response to the climate challenges we face.

We recognise that businesses, governments and individuals each have a responsibility to manage their actions and work collaboratively to protect our planet for ourselves and our families. For NJC, our approach to Environmental, Social and Governance (ESG) matters is holistic, and we recognise the importance of responsible, sustainable support services and the role we play in our customers' scope 3 challenges.

We are committed to 14 of the 17 United Nations Sustainable Development Goals (SDGs) most material to our business, with each of these goals acting as a blueprint for our sustainability strategy.

Our strategy is championed at board, divisional and individual level and we are proud to share our progress throughout this report. In 2023, we will be

publishing our Net Zero Pathway which outlines our carbon footprint and route to carbon neutrality.

We have made significant progress to achieving our carbon neutrality goal, with 408.286 tonnes CO₂e reduction in our 2022 UK scope 1, 2 and 3 emissions compared with 2019.

We recognise and embrace the challenges we face, our fundamental focus is to inspire our people, clients and peers to embark on the journey to sustainable service delivery.

We are seeking to raise awareness, promote thought leadership and launched real estate's first sustainability graduate programme, encouraging fresh perspective on a constantly evolving topic.

Whilst every stakeholder organisations portfolios and aspirations differ, we support our clients and industry to grasp the challenges ahead and implement proactive strategies in response.





NJC has chosen the United Nations SDG's as the framework and as a benchmark for NJC's sustainability strategy.

our sustainable development goals

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future.

At its heart are the pioneering 17 Sustainable Development Goals, known as SDGs, which are an urgent call for action by all countries, developed and developing, in a global partnership.

The Sustainability Development Goals aim to end poverty and other deprivations whilst aiming to improve health, education, and economic growth but reduce inequality, all while tackling climate change and working to preserve our oceans and forests.

NJC has chosen the United Nations SDGs as the framework and as a benchmark for NJC's sustainability strategy, as they give a common language for sustainability reporting to our key stakeholders. From reviewing each SDG carefully, we have aligned ourselves to fourteen, where we feel we can make the largest impact. Sustainability remains integrated within our existing UK business strategy and CORE values. Each Sustainable Development Goal has an associated objective which will be measured and monitored.

The next page details the fourteen SDG's NJC has selected as part of our sustainability strategy.

NJC's 14 sustainable development goals



Zero Hunger
We are committed to support zero hunger in the world by supporting charities, whilst promoting good nutrition



Good Health & Wellbeing
Our goal is to provide healthy workspaces, encourage healthy lifestyles and raise awareness of mental health and wellbeing.



Quality Education
We aim to create opportunities for growth and development for our people within the communities that we impact.



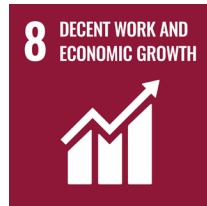
Gender Equality
We actively promote gender equality and aim to create a diverse, inclusive environment for all.



Clean & Sanitisation
We aim to do our part to ensure availability and sustainable management of water for all.



Affordable & Clean Energy
We aim to maximise energy efficiency, and switch to using renewable energy across our workspaces.



Decent Work & Economic Growth
We aim to maximise energy efficiency, and switch to using renewable energy across our workspaces.



Industry Innovation & Infrastructure
Our goal is to support customers in their infrastructure and research, implement sustainable innovative solutions



Reduced Inequalities
Our goal is to support all minority groups and create an inclusive working environment



Sustainable Cities & Communities
We work with government, national and local communities to create sustainable places and wellbeing.



Climate Action
We will minimise carbon emissions and work continuously towards net zero carbon targets globally.



Responsible Consumption & Production
We seek to reduce our environmental impacts through active operational management and responsible

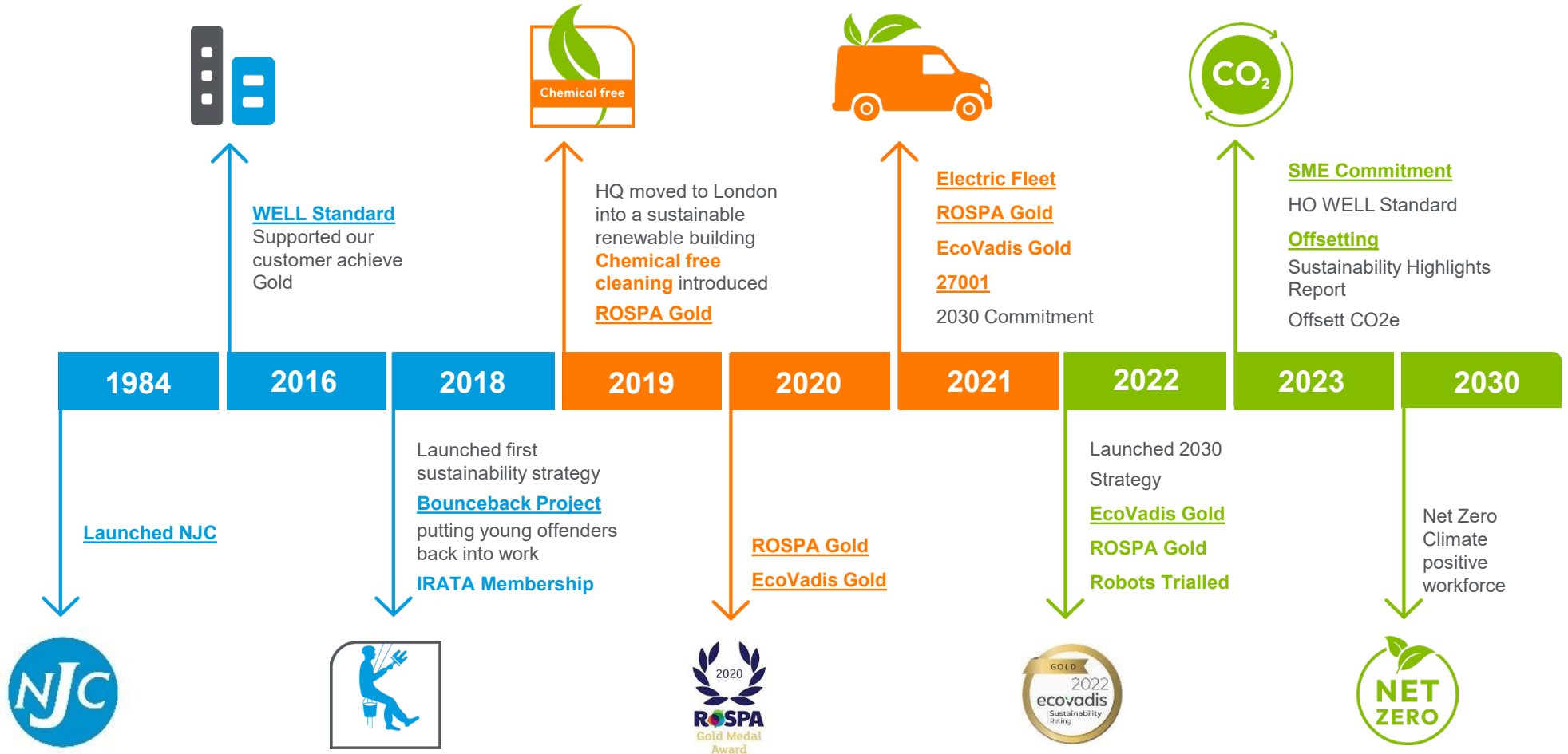


Life Below Water
We will minimise our impact of waste and products to ensure our oceans are protected from harm.



Life on Land
Our goal is to minimise our impact to land environments from our output to protect rainforests and other habitats.


our journey so far...





our environmental impact


environmental highlights





- 


Achieved a reduction of 408.286 tCO₂e in 2022 from 2019, detailed in NJC's [Carbon Metrics Report 2022](#).
- 


Launched our Net Zero Pathway and extensive sustainability strategy.
- 


NJC continue to successfully maintain their ISO [14001 certificate](#).
- 


Pledged to the [SME Commitment](#).
- 


Successfully achieved Gold in their [EcoVadis Award](#) for the third consecutive year, improving in all four themes: labour human rights, ethics, environment and sustainable procurement.
- 


Launched our commitment to a zero COSHH model, meaning a chemical free cleaning solution to all customers by 2030.
- 


NJC headquarters cleaning meets the [WELL standard](#) and only uses sustainably sourced equipment and chemical free cleaning.
- 


Our headquarters runs on [100% renewable energy](#), a goal set and achieved in 2019.
- 


Launched our Sustainable Academy to staff and procurement managers, providing sustainable topics including environment awareness.
- 


Provided alternative green options for our staff gratitude awards, to give staff the option to plant trees instead of money. This enhances our ESG culture at all levels.
- 

Launched our [electric fleet](#), this reduced our carbon emissions by enormous 35.37 tonnes CO₂e annually. We have further committed to replace remaining vehicles to an emissions free fleet.
- 

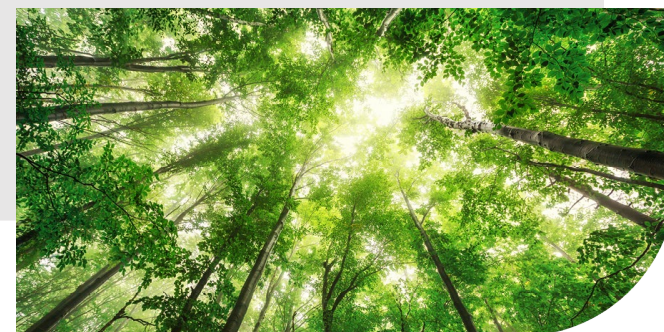
Trialed robotics throughout 2022 to identify safer sustainable ways of working across our customer sites.
- 

Designed [10 new ESG strategies](#) for our customers.
- 

Partnered with [Ecologi](#) to offset our CO₂e and plant trees, this is a transparent platform giving staff, customers and others clear visibility of our climate positive action.
- 

Offset 591.85 tonnes CO₂e [with verified standard projects](#)
- 

Committed to ISO 14064-1:2018 to ensure data carbon accuracy.



our environmental impact

NJC recognises that climate change will not only impact our forests, coral reefs, wildlife, or even people in other countries, but all of us. To create a world where people, wildlife and nature can thrive, not only for us but for future generations, it is critical that businesses understand the importance of reducing their carbon footprint. We are already starting to feel the effects from extreme weather globally, to increased food prices, to rising sea levels. However, a big question always gets asked, is it too late? The answer is simply no, if everyone works quickly and effectively with sustainable strategies in place we can sustain our planet from harm. We cannot ignore the issue any longer, it is our time to act on climate change, as the world's leading climate scientists have warned we only have 12 years to limit global warming to a maximum of 1.5C and avoid climate breakdown. Global temperatures are now at their highest since records began. This is due to the levels of carbon dioxide present in the atmosphere.

NJC selected the united nations SDG's for the environment for the following reasons. The cleaning

industry relies heavily on the consumption of water for their cleaning practices, therefore our consumption and output into water streams can have an impact to the environment. NJC is committed to reducing our water consumption to ensure we play our part for sustainable management of water for all, whilst ensuring we do not harm the oceans with our output. We already operate in a sustainable building providing affordable and clean energy, but will continue to review our practices and support customers with sustainable solutions. We will carefully select products through our sustainable procurement buying guide to ensure we follow reduce, reuse and recycle principles with equipment and products, ensuring the least amount of harm to individuals, oceans and land, whilst pledging we will have chemical free cleaning. We are committed to fight climate change as part of our corporate social responsibility to our staff, customers and others, and have therefore pledged to be net zero by 2030 through robust strategies, policies and metrics and with a strong leadership team from our employees, who are at the heart of our business.



We only have 12 years to limit global warming to a maximum of 1.5C and avoid climate breakdown.



our environmental impact

Case Study – NJC HQ

When it comes to energy, The Zig Zag Building is as green as its terraces providing renewable energy.

NJC occupies the first floor of the building meaning NJC utilises zero gas emissions and only uses renewable electricity, keeping our scope 1 and scope 2 emissions minimal.

The building was designed with solar shading fins on the façade, meaning there's less energy needed to cool the building; solar panels, LED lights and recycled rainwater to reduce environmental impact even further. When NJC moved our HQ to London in 2019, we carefully selected a sustainable building as part of our first sustainability strategy.

Starting with what we preach, where we preach it, is essential. We recognised back in 2018 when we launched our first internal sustainability programme that we needed to take action on our space to make it as sustainable and efficient as possible. With this in mind, we moved to a sustainable building in London. With the green space achieved, it was critical to ensure the HQ was the definition of best practice, and therefore key milestones were set out to achieve this. As a result our own HQ cleaning practices meet the WELL Standard, to ensure we are providing our own staff and visitors a holistic wellbeing space, cleaned using innovative sustainable equipment and chemical free cleaning. Our HQ emissions for scope 1 and scope 2 are minimal, generating 17

tonnes of carbon emissions annually, meeting key emission goals. NJC has been certified against the ISO 14001 accreditation for over a decade, and we continue to successfully maintain the standard. We recently launched our successful sustainability academy, introducing training modules to staff and managers responsible for procurement, whilst ensuring leadership came from the top. We also introduced our first electric fleet saving 35.37 tonnes of CO₂e. We have also achieved a Gold EcoVadis medal for our third year, whilst improving in all four key areas: labour and human rights, ethics, environment and sustainable procurement.

When NJC moved our HQ to London in 2019, we carefully selected a sustainable building.

our environmental impact

Even with efforts to change our business practices on how we deliver services and our output, there is still more that can be done. Until we become entirely carbon neutral, we will be unable to avoid creating a carbon footprint on some scale. Therefore to be truly net zero, we need to consider carbon offsetting. Carbon offsetting is a process where businesses, or people, can offset their emissions by funding projects that provide a sustainable development in communities around the world. These projects offer an equivalent reduction in emissions generated by businesses which can either counteracting, or absorbing carbon dioxide and bringing balance to the environment. These projects change lives, bring economic, social and health improvements to communities, and reduce carbon dioxide in the atmosphere. We have offset our entire scope 1, 2 and 3 emissions for 2022 which equivalates to 591.85 tonnes CO₂e. To offset, we have selected

Ecologi as our source to support a range of projects that are able to evidence that they are reducing, or avoiding, greenhouse gas emissions. These projects are certified to the very highest level by Gold Standard, or the Verified Carbon Standard. It is essential to ensure offsetting is verified by one of these standards to avoid committing to fraudulent projects and greenwashing, who will not ensure a positive impact to ESG commitments and reducing emissions in the atmosphere. We have offset our 2022 emissions immediately to become carbon neutral, but with stringent reduction plans in place to ensure we reduce emissions at source for 2023.

We have offset our scope 1, scope 2 and scope 3 emissions, which will mean NJC is taking immediate climate action for a greener future.

Case Study – offsetting

NJC has chosen the following projects to offset our carbon emissions.

We wanted to tackle projects relevant to NJC working practices and services. Therefore we decided to support a land based project, to support forests, nature and wildlife, due our waste output as a business, a water project to support oceans and marine life, due to the amount of water we use from our cleaning services and output, a social project, to support communities and schools, as part of our CSR, and a reduction project, to remove carbon dioxide out of the atmosphere, due to the carbon emissions we generate as a business. Please see our chosen Ecologi projects [here](#).

our social impact

social highlights



Supported 4 apprentices with apprenticeship frameworks across the business.



Donated £3968 to local communities and charities. This includes supporting customer charities.



Launched our [Giving Back Policy](#) providing staff the opportunity to take a day every year to conduct charity work towards NJC's ESG strategy, or a charity of their choice. The policy provides information on all our selected ESG charities.



Pledged to [Disability Confident](#) and are working towards this accreditation.



Supported unemployment of 16 -24 ages with [Caxton Youth Organisation](#), supporting young adult with learning disabilities, with our HR Director becoming a Trustee.



Supported Ukraine refugees in [a recruitment event](#) to support them securing employment with NJC



Raised money for our [Solving Cancer for Kids](#) charity through various fundraising events.



Supported and fundraised money for [The Passage](#), a homeless charity located in our local community, Victoria. We have donated clothing and shoes, to support this charity to support persons going for interviews.



In addition to the charities listed here, we will continue to support: [Ashden Climate Solution](#), [Beach Clean](#), [Landaid](#), [London Cycling](#), [The Climate Coalition](#) and more.



Continue to support the [Mental Health Foundation](#) annually during Mental Health Awareness Week in May, by organising fundraising events to raise money.



Committed to honour the [Armed Forces Covenant](#) and support the Armed Forces Community. We recognise the value Serving Personnel, both Regular and Reservists, Veterans and military families contribute to our business and our country.



Supporting young offenders back into work as part of our [Bounceback project](#).



Offer grants to support local communities and charities.





Social value is at the heart of what NJC stands for, people, and we recognise the importance of supporting local needs, local opportunities, charities, schools and employment prospects for all.

our social impact

NJC recognises the importance of social value as part of our corporate social responsibility and our ESG commitments. Social value is a way of understanding and valuing change from a stakeholder perspective, identifying how we can make a difference on society and the environment. The social aspect focuses on how a business impacts workplace culture and the wider society. Businesses can make a positive impact to the fairness in society in a number of ways, including investing in fair and equal opportunities and conditions for people in the supply chain, staff and local communities. Social value is at the heart of what NJC stands for, people, and we recognise the importance of supporting local needs, local opportunities, charities, schools and employment prospects for all, whilst preventing abuse within the supply chain. Social factors cut across multiple disciplines in NJC and we work together on our social strategy to ensure equality, diversity and inclusion in the workforce and within our supply chain to fight against racial, gender and sexual discrimination. This is why we have selected the following sustainable development goals from the

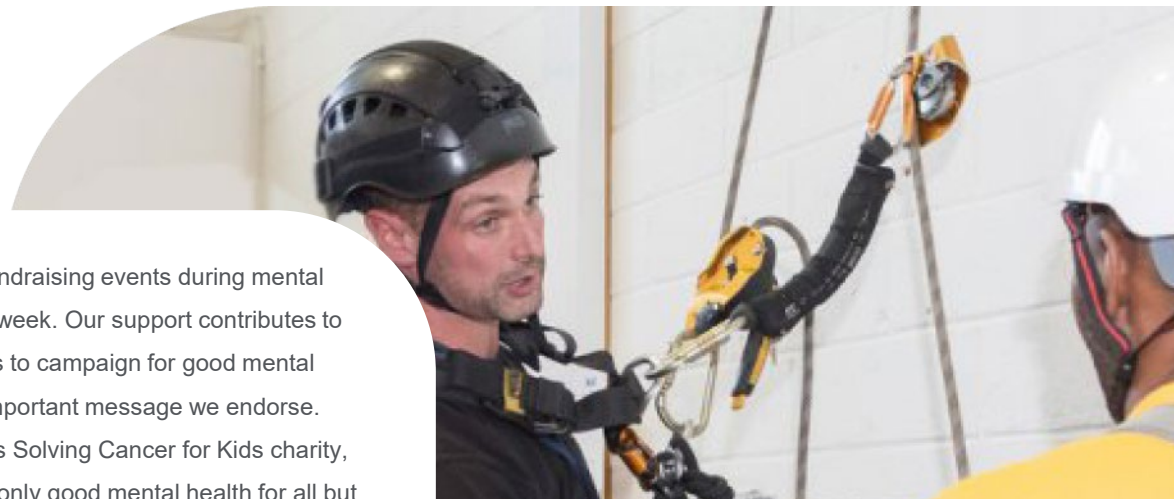
United Nations as our framework, where we believe we can make a difference. We believe we can support local charities as part of corporate social responsibility to aim for zero hunger in the world, whilst supporting awareness on nutrition and minimising our waste output. We also believe in good mental health for all, and will continue to support The Mental Health Foundation and other charities, whilst promoting awareness internally and externally. Supporting quality education is critical, and we will strive to support local schools and communities with education and local opportunities in employment, to meet our goal of sustainable cities. We have a local recruitment strategy aimed to support minority groups and those with poor socio economic backgrounds, whilst supporting apprentices and employment opportunities in areas such as prisons, homeless charities, disadvantaged, young persons, refugees and more. We will work fair, open and honest, and ensure all persons associated with NJC practices are treated equal, whilst ensuring our supply chain does not suffer any human trafficking, or unfair human rights.

our social impact

Social value is fundamental to NJC. We have supported many different charities and social events over the years which we are proud to be a part of. Our social value strategy recognises that it is essential to provide employment opportunities to ensure local communities thrive. The Passage is a charity with a vision for a society where street homelessness no longer exists, and everyone has a place to call home. We are proud to have supported this local charity in Victoria, where our head office is based, by fundraising, donating consumables, clothing and shoes to support homeless people getting back into work. Supporting people back into work is essential, this is why we have supported Ukraine refugees after the devastating effects they have suffered from the Ukraine war, by supporting them with employment opportunities at NJC. This will also support their mental health, which is vital to NJC. At NJC we support the Mental Health Foundation, where we annually raise money for

them by holding fundraising events during mental health awareness week. Our support contributes to the charities efforts to campaign for good mental health for all, an important message we endorse. Another example is Solving Cancer for Kids charity, as we support not only good mental health for all but also good health for all, especially for children. This charity was selected due to personal attachments to the charity from some of our employees. When we involved our staff to select a charity close to their hearts, we decided we can make a greater impact with a number of charities by providing every employee a giving back day annually to staff to support charities.

Our social value strategy recognises that it is essential to provide employment opportunities to ensure local communities thrive.



Case Study – Bounceback

The Bounceback project is the UK's first aerial window cleaning training academy at Her Majesty's Prison and Young Offendor Institution ISIS. This is a move to tackle on going UK skills shortage, while helping to reduce reoffending.

Bounceback has helped over 1000 people through its programmes across five London prisons and local communities. The charity's programme has a re-offending rate or less than 12%.

NJC created the window cleaning training content, equipment and skill set for young offenders to support rehabilitation into the workplace, whilst also providing employment opportunities at NJC.

our governance impact

governance highlights



50% of NJC's board is represented by women.



Our 2022 [Gender and ethnicity pay gap report](#) identifies strategies to attract a diverse talent pool and to encourage proactive inclusivity – reduced 7% since last year.



Supported the Mental Health Foundation for over 5 years, see our annual [Mental Health Newsletter](#).



Carbon offsetting verified by [Gold standard](#) or a Verification body.



5 dedicated Mental Health Champions to support good mental health for all



Launched our Sustainability Academy including training on sustainability awareness, EDI, information and security, wellbeing and more.



Achieved **ROSPA Gold** 5 consecutive years showcasing NJC has a zero tolerance to unsafe working practices and that a positive safety culture exists



Maintained ISO [14001](#), [45001](#), [9001](#) and achieved [27001](#) in 2021, the international standard for information security.



Retained our [IRATA membership](#) since 2019 and successfully retained membership in 2022 with zero non conformities.



Provided £4,303 worth of Gratitude awards to staff and £5,950 towards celebrating or supporting our staffs life events.



We are a member of [Investors in people](#) and maintained 'we invest level' and achieved silver award with this accreditation.



To develop across all levels of ESG, NJC has promoted [Natasha Thomson Head of HSEQ](#) to lead NJC's ESG commitments in the business.



[Living Wage Foundation](#) recognised service provider.



Continue to promote our [Employee Assistance Programme](#) to support staff with mental health.

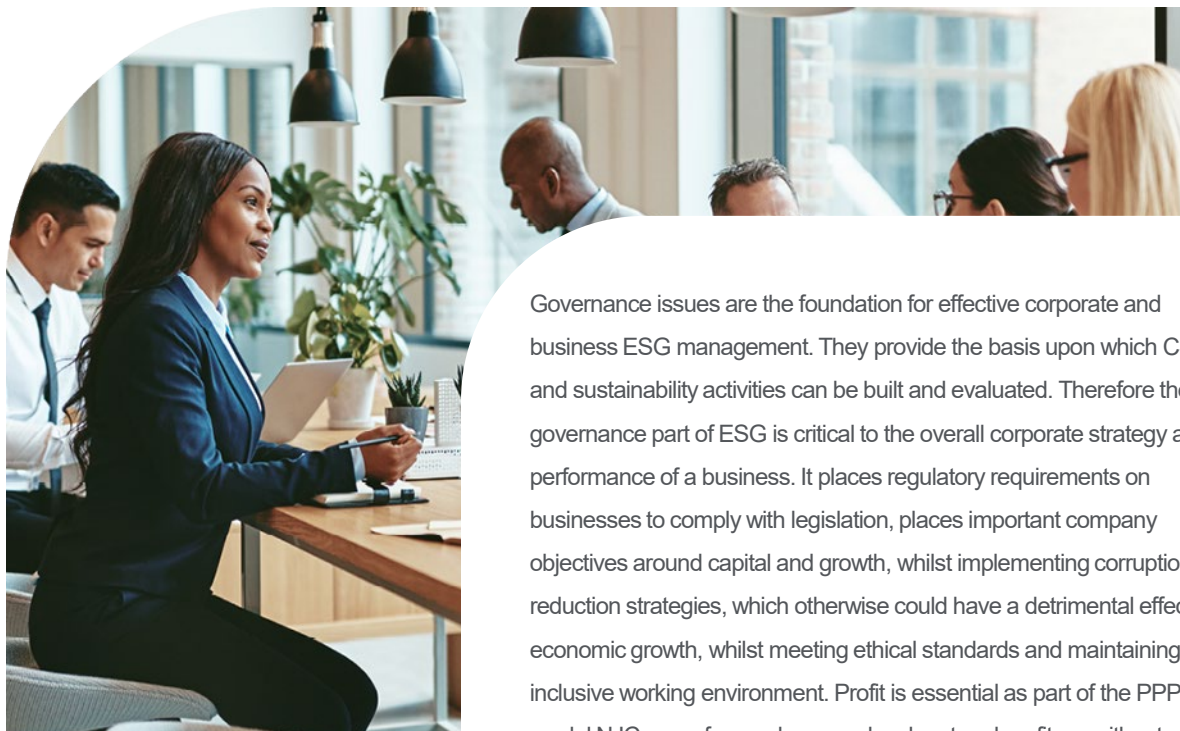


Redesigned out code of conduct to cover stringent ESG criteria for service providers to engage with them and sign.



Relaunched our [CORE Values](#) to staff and service providers.





We support all diversity inclusion groups such as ethnicity, gender, age, disability, LGBTQ+, socio economic etc

Governance issues are the foundation for effective corporate and business ESG management. They provide the basis upon which CSR and sustainability activities can be built and evaluated. Therefore the governance part of ESG is critical to the overall corporate strategy and performance of a business. It places regulatory requirements on businesses to comply with legislation, places important company objectives around capital and growth, whilst implementing corruption reduction strategies, which otherwise could have a detrimental effect on economic growth, whilst meeting ethical standards and maintaining an inclusive working environment. Profit is essential as part of the PPP model NJC uses, focused on people, planet and profit, as without profit we are unable to meet our ESG commitments. Referring back to legislation, NJC not only complies with legislation but strives to go above and beyond to achieve best practice. This strive exists within our CORE values as our aspiration towards excellence. NJC has recently relaunched our CORE values which means customer, open, respect and excellence. We need to ensure that we are delivering our FM services professionally, ethically, legally, inclusively to a high quality standard to our premium high end customers. We understand that our ESG commitments affect our customers, and we are here to reassure them that we are here to support to protect their brands own values from harm. We deliver a range of FM services and we praise ourselves for our expert solutions. We

our governance impact

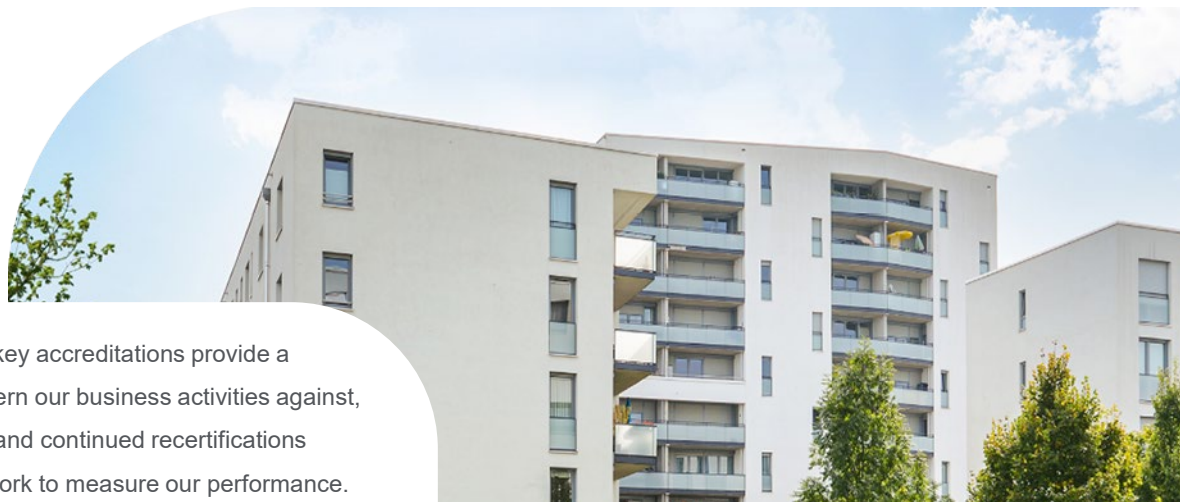
deliver exceptional cleaning services, including window cleaning, horizontal and specialist services, waste management solutions, post room services, helpdesk services and other FM solutions. Being open, transparent and honest about our ESG commitments and delivery of our services is essential to evidence how we measure our emission data, how we offset our emissions to gold standard verified projects, how we meet social and environmental goals, how we deliver on site and meet compliance. We also believe being open and honest internally to be transparent with our communication on our strategies, procedures and objectives as a business, to bring our staff on our journey with us for our net zero commitment. Excellence is something we aspire to in everything we do, but especially in health and safety and ESG commitments, as already detailed. This also includes our incredible staff demonstrating the NJC DNA, going the extra mile every day. Ensuring respect within the organisation is critical to embedding a diverse and inclusive workforce that does not discriminate against any groups. We support all diversity inclusion groups including ethnicity, gender, age, disability, LGBTQ+, socio economic and others. Respect is fundamental between staff, customers and our service providers and we believe working as one team with all in a respectful, enjoyable manner.

our governance impact

We are proud to maintain key awards and accreditations. Achieving our fifth consecutive year in Gold for the ROSPA award is a fantastic achievement demonstrating our positive health and safety culture, protecting staff, customers, service providers and others from harm. We also retained all of our ISO accreditations including 45001 14001 and 9001 whilst achieving our new ISO accreditation 27001, based on information security management. This ensures we are managing our customer, staff and service provider data with secured procedures. We also maintained our IRATA rope access membership, showcasing the stringent safety measures taken with our excellent rope access division. We are also proud to maintain our Investors in People accreditation with a commitment to achieve gold as part of our sustainability strategy. We also continue to maintain our SafeContractor

certificate. These key accreditations provide a benchmark to govern our business activities against, whilst the awards and continued recertifications provides a framework to measure our performance. At NJC, we continuously monitor, review and improve our processes continuously. We recently improved our governance with service providers, ensuring a code of conduct was created ensuring key health and safety and sustainable clauses were captured. The code of conduct was signed by all providers, to ensure they mirrored our key values. We want to work with service providers who are like minded and share the same ESG commitments and goals as NJC, and our recent project ensures this desire is met by our supply chain and contractors.

At NJC, we continuously monitor, review and improve our processes' .



Case Study – EAP

As part of our first sustainability strategy in 2018, we launched our Employee Assistance Programme.

Our EAP provides 24 hours guidance to professional counsellors, 365 days a year for free. This helpline is confidential, providing staff confidence to speak to professionals about any mental health or legal issues they may be encountering. It also provides all our staff 6 free face to face counselling sessions.

Employees are at the heart of our business and ensuring our staff feel happy, motivated and cared for at work is fundamental to NJC. We strive to beat stigmatisation on mental health and raise awareness on mental health issues. We champion good mental health for all.

appendix

reporting methodology

Our Greenhouse Gas (GHG) Emissions Footprint

Description of Methodology

corporate GHG emissions CO2e	2019	2022	reduction
Scope 1	48.9	13.53	35.37
Scope 2	0.1586	3.09	-
Scope 1 and 2	49.06	16.62	32.44
Scope 3	951.08*	575.23*	375.85
Total Energy Use (KWh)	134,667	1366.6	-
Total Renewable Energy Use (KWh)	-	1011.76	-

Notes:


1. We report our GHG Emissions using the UK Government Conversion Factors for greenhouse gas (GHG) reporting. These factors are suitable for use by UK-based organisations of all sizes and international organisations reporting on UK operations. Therefore, the scope of the factors is defined such that it is relevant to emissions reporting.
2. Data shown above is calculated and is reported in CO2e emissions in tonnes.
3. 2022 produced an enormous emission saving due to the move towards NJC’s electric fleet.
4. Scope 1 data is based on fleet emissions. There were no emissions from gas and air conditioning systems.
5. Scope 2 data is based on electricity used at NJC’s head office and for NJC’s electric fleet.
6. Scope 3 data is based on water consumption, waste consumption, site commuting, office commuting, office consumables, hotel stays, upstream transport and distribution and use of sold products.
7. Scope 3 included calculating homeworking and plastic waste CO2e emissions, however this was not significant and has not been included in line with ESOS de minimus guidance.

* Accurate estimations have been used where data was not fully available. NJC will continuously endeavour to improve our data accuracy and collection. See NJC’s Carbon Metrics Report for more details.

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