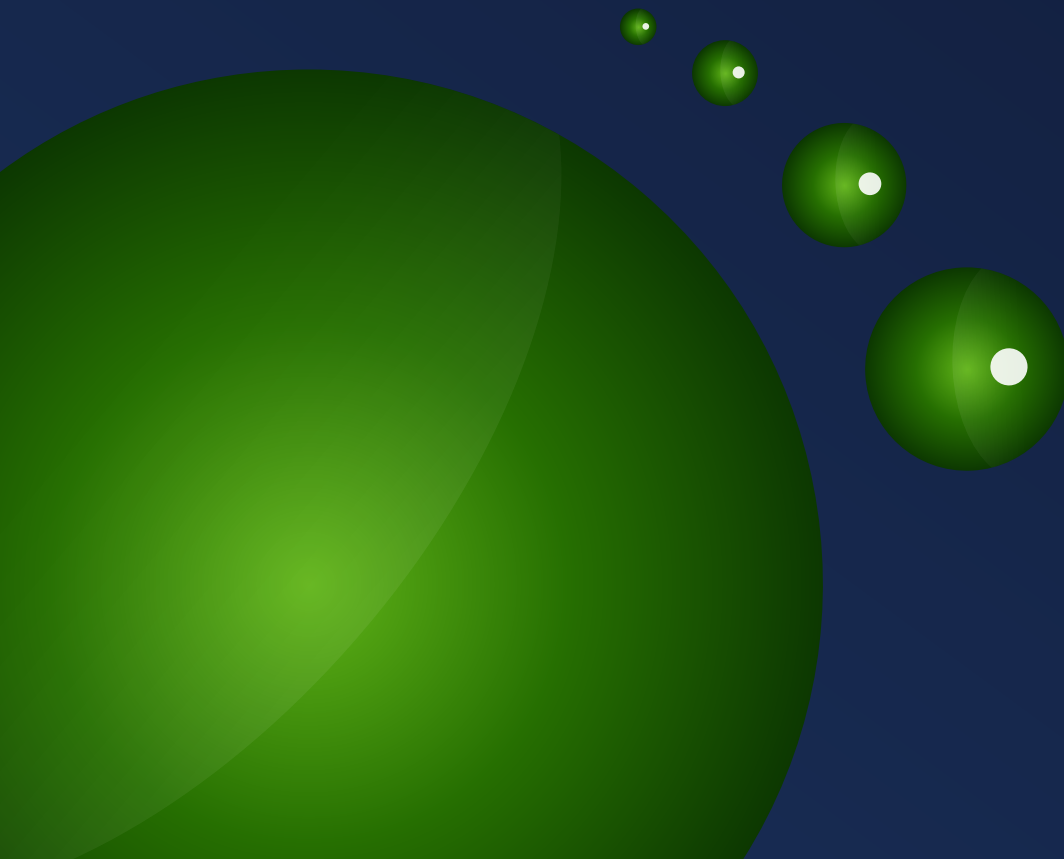




SOCIAL IMPACT REPORT

AUGUST 2020 – JULY 2021



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1. EXECUTIVE SUMMARY

Thank you for taking the time to read our first Social Impact Report covering the period between August 2020 and July 2021.

Tarem Services Limited has been serving London for over 20 years as a Social Enterprise Company with a key vision: "More than just a Cleaning Company". We fully understand how critical our role is in providing our clients with the highest standards in terms of cleaning services. More importantly, we take the wellbeing of our entire workforce very seriously as they are the backbone of our excellence and persistent successful track record.

This report details the impact we have had on our employees, communities, environment and shareholders as well as everyone we have worked with from August 2020 to July 2021. We're going to shed light on the above as transparently and as honestly as possible in our first published Social Impact Report.

Given the challenging times we are currently living in and the challenges which may loom ahead in light of the global pandemic which has brought illness, financial and social hardship, and isolation for so many – we continue to live and strive by our values. These values help us focus on dealing with not only in-work poverty but also on driving change by consistently reinvesting in our workforce and improving upon their skills as well as wellbeing in any way we can.

Why does Tarem Services Limited exist?

Prior to becoming a Managing Director at Tarem Services, I had years of experience in the cleaning sector, where I observed how cleaners struggled financially. Especially with travelling across three to four sites across London each night just to make a decent living, with each shift lasting a few hours barely.

And herein lies the problem, unfortunately, cleaners are the unsung and underappreciated heroes of our society, working hard but earning minimum wage, with most operatives feeling unrewarded and living with a sense of uncertainty that they are 'disposable' or replaceable.

Without the service of dedicated cleaners, no workspace can expect to run efficiently while projecting a professional image to their customers, employees and stakeholders. Cleaners are just as critical to a business's overall success as, say, heating, lighting and IT infrastructure.

That's why we are fully committed to 5 of the 17 United Nations Sustainability Development Goals (SDGs):



How Tarem Services Limited plans to make a difference

For the above-stated reasons, we made it our mission and goal in 2006 to focus exclusively on tackling in-work poverty faced by cleaners of all ranks and levels – specifically ensuring that the cleaners working with us, at least, are recognised and rewarded for their hard work, diligence and dedication to the job.

Cleaners should feel just as important as any teacher, doctor or lawyer. Without them, society would cease to function normally. We empower cleaners and make them feel valued by enabling them to have a share in our business's success by becoming shareholders. Furthermore, our employees receive annual dividends from the profits we make and receive a share of the company's monthly profit.

We, therefore, feel that this Social Impact Report is very important as it sheds light on:

- Why measuring social impact is important
- The impact social enterprises are currently having on society
- Why establishing as a social enterprise is the way forward for businesses

We also want to use the opportunity to deeply thank all our clients who have continued to trust and work with Tarem Services Limited.

Client engagement to drive social impact

Social enterprises are said to be one of the fastest-growing forms of business in the UK, with over 100,000 contributing £60bn to the UK economy and employing 2m people. The report 'The Hidden Revolution' from Social Enterprise UK confirms social enterprises are the future of business.

Being a Social Enterprise ourselves (and not just a cleaning company), we believe the more contracts we secure, the greater social impact we can have. Therefore, actively engaging with all our clients has allowed us to achieve a much greater impact on the communities we work in.

We're happy to report that much has been achieved in the last 12 months alone. However, we have a long road ahead of us, and much work needs to be done. To see consistent, long-term improvements in terms of solutions to in-work poverty, we must continue working with our clients as they play a key role in achieving this objective.



Titus Komolafe

Managing Director, Tarem Services Limited

2. OUR STORY

After 15 years of supplying cleaning and associated services within the commercial and the education sector, we diversified into the construction sector in 2015. This gave our staff a chance to upskill their talents, acquire CSCS cards, Traffic Marshal tickets and more. We started offering our clients Construction Welfare Cleaning, General Labourers, Skilled Labourers and Traffic Marshalls.

In March 2021, we achieved the Railway Industry Supplier Qualification Scheme (RISQS) accreditation, enabling us to offer even more opportunities to our workers to upskill their talents and work in the rail industry.

Some of our clients include:

**Pollard
Thomas
Edwards**



COMPLETE
Your business needs, covered

VolkerFitzpatrick

**WILLMOTT DIXON
INTERIORS**

**MORGAN
SINDALL**

Wates

mace **DRAGADOS**

SAP®

Our client contracts are largely within M25 with schools, offices and construction sites.



Here's a brief timeline of how we evolved as a cleaning company

SEPT 1999



Tarem Services Limited was founded by the Komolafe Family with assistance from the Princess Trust

2000



Opened the first office on Greenwich High Road

2006



The founders decided to make all cleaners shareholders of the company and began our fight to end in-work poverty in our industry

2006



Started promoting and encouraging a fair wage to all our clients

2013



Joined Social Enterprise UK

2011



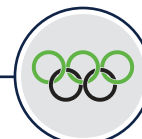
Set up Tarem award, giving non-profit organisations the opportunity to apply for £250 quarterly award

2011



Moved from Greenwich to Brockley Cross Business Centre Office

2008



Awarded cleaning contract for the Olympic Park, primarily to clean the planning offices of the Olympic Delivery Authority (Olympic Park contract duration: June 2010-2013)

2015



Diversified into the Construction industry and started working with Wates Construction Limited

2015



Achieved CHAS and Constructionline accreditation

2015



Received recognition from Good Shopping Guide as an 'ethical company'

2016



Started working with Morgan Sindall Construction

2020



A new connection established through the Buy Social Event - Tarem engaging with SAP (UK) Limited Tier 1 contractor, ISS, resulted in the opportunity to deliver pest control services to SAP (UK) Limited sites in Feltham and Maidenhead

2020



Proud to be a "Disability Confident Employer"

2019



Recognised as London Living Wage Supporter

2016



Joined Builder's Profile Common Database

2021



Achieved the Railway Industry Supplier Qualification Scheme (RISQS) accreditation

2021



Started working in partnership with VolkerFitzpatrick on Brent Cross Regeneration Project

2021



Awarded pest control contract on the HS2 Euston Station with Mace Dragados JV

2021



Added Willmott Dixon to our client list and awarded a contract to clean their in London Head Office

2021



Opened Barnet office

Tarem Services Limited is London's Leading Cleaning Social Enterprise. With over 160 staff and 60 clients' contracts largely within M25, the business is ready to embrace the challenges that lie ahead and is looking forward to the future with confidence.

OUR KEY SERVICES INCLUDE:



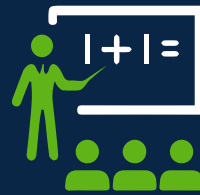
Construction
Welfare Cleaning



Office Cleaning
Carpet Cleaning



Construction
labour supply



School Cleaning
Washroom Supplies



House Clearance,
Pest Control and
Waste Management



Window Cleaning

3. RISING TO THE CHALLENGE: COVID RESPONSE

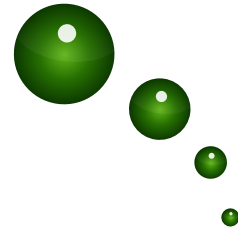
The pandemic becoming the "norm" has presented a number of challenges, and we came up with a rapid COVID-19 response plan which included the following:

- We supported staff by distributing free essential packs, which included toiletries and other essentials to ease the financial burden experienced by some of our employees. Consequently, essentials are now distributed every quarter.
- Assisted our clients by retraining on-site construction staff who acted as COVID Marshalls to take the responsibility of ensuring the sites were fully COVID-19 compliant.
- With staff being very important to us, we made it a priority to provide free access to confidential advisory and counselling services to help workers experiencing any personal, professional or family issues due to Covid-19.
- To boost staff morale during this difficult time. We celebrated staff who were nominated for 'Employee of the Month' by rewarding them with high street vouchers.

With around 85% of employees that went on furlough, 70% returned back to work after 6 months. Therefore, providing adequate and ongoing support to them was crucial to creating a positive experience as well as a productive impact on the business.



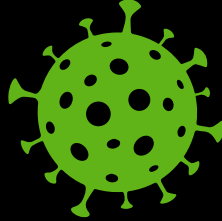
4. 2020/21: AT A GLANCE



A total of

£8,730

was paid out in profit share to staff



40%

of employees who required extra support during the Covid-19 crisis received essential gift bag items

Total of

£400



spent on essential gift bag items for staff



Total of

£8,000

paid out in dividends to staff



Recognised and fully committed as a Disability Confident Employer



Accredited and recognised service provider of the London Living Wage (LLW) foundation, encouraged all clients to pay a wage through contracts that met the workers' real cost of living

Tarem Award
donated a total of

£1,480

to various charities and non-profit organisations



Meet the Buyer events (Supply Change/SEUK/Barnet Council), presented opportunities for Tarem to connect with other businesses in order to contribute to the importance of practical and socially responsible procurement.



New contracts secured within this period was a result in the plantation of 35 trees, where we assessed our carbon footprint to be 35 tonnes. We continue to invest in Verified Carbon Standard (VCS) approved carbon credits with Carbon Footprint Limited to guarantee the carbon offsetting. For each tree planted, a tonne of carbon will be saved in the Amazon Rainforest through avoided deforestation projects, which effectively cuts down 35 tonnes of CO2 emission

5. OUR SOCIAL IMPACT MISSION

Our social mission is to tackle in-work poverty in order to help support and deliver real change within our workforce and create awareness of the issue. We have achieved our goals by driving better social values through:



London Living Wage (LLW)

We always advocate London Living Wage, and this accreditation helps us to demonstrate our commitment to pay the real Living Wage.

Tarem Services average hourly rate

Over the last year, it hasn't always been possible for our clients to pay the London Living Wage. However, the benefits our employees receive from Tarem Services is an average hourly rate (when Dividends and Profit Share are taken into account) of £10.75 – in contrast with the National Living Wage of £8.21.

Disability Confident Employer commitment

As a Disability Confident Employer, this allows our employees to better realise their true potential and contribute more wholly to the business's successes. We're also leading the way as a social enterprise, helping to positively change work attitudes, behaviours and cultures.

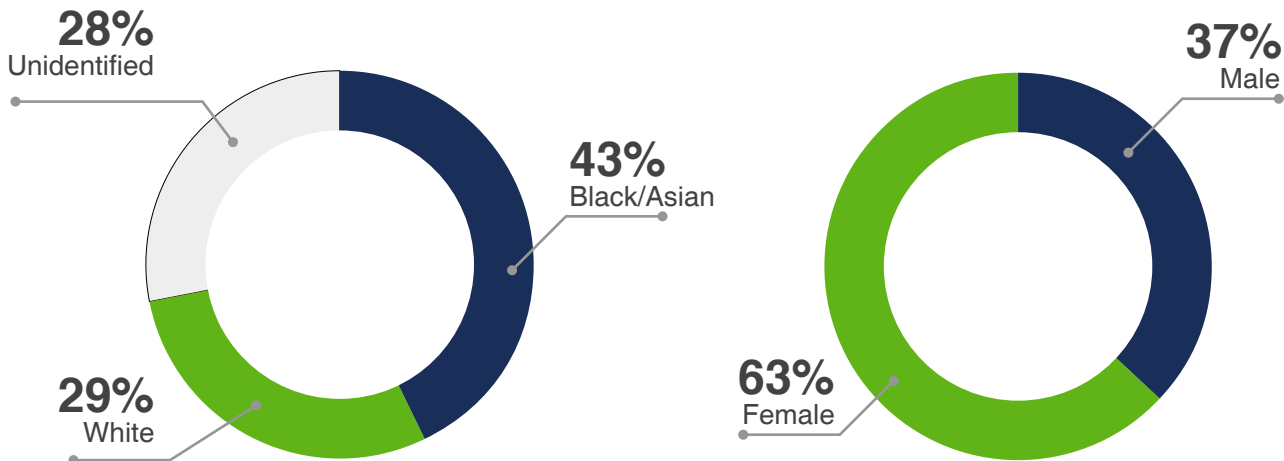


Carbon Footprint

With every contract we win, we will continue to invest in Verified Carbon Standard (VCS) approved Carbon credits that will, in turn, help to tackle climate change.

Diversity and Inclusion

This is the makeup of our workforce where we continue to promote a culture where everyone feels valued and supported to do their best at work. We are always looking for ways to encourage diversity and celebrate the diversity of our workforce.



Business Ownership Dividends

Each employee receives shares in the business as well as annual dividends after being in employment for 6 months or more.

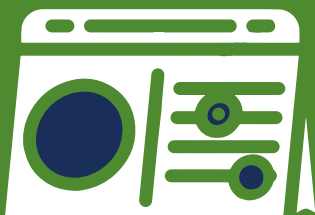
Monthly Profit Share

Employees are also paid a percentage of profit received from contracts; the amount is paid to all shareholders and non-shareholders right from the start of employment and shown on their payslip as a "profit-sharing bonus".



Community and Social Investment

At least 50% of our annual profit is reinvested or donated to charitable causes and sustainability projects. We have also contributed towards our clients' social value impact by complimenting their contractual obligations and corporate social responsibilities.



6. SOCIAL IMPACT: CONTRIBUTION TO THE COMMUNITY AND ENVIRONMENT

Tarem Award

As part of our social commitment, we set up the Tarem Award in 2011. The quarterly award recognises and awards various organisations working with us to support the same cause, such as helping to tackle in-work poverty. Non-profit organisations, including youth organisations and charities, have benefitted greatly from this award as it aims to highlight and celebrate the positive impact these organisations have on the community as a whole.

Here are some organisations that have benefitted from the Tarem Award in 2020/21:



Feltham Foodbank

Our donation in January 2021 helped in feeding just under 100 people.



FoodShare Maidenhead

We made a donation in January 2021, which contributed to feeding about 60 people at a time.



Camden foodbank

On average, 17 families of 4 members each were positively impacted by our donation in February 2021.



“The funds donated from Tarem have enabled us to continue to support families in this very unprecedented period and also enabled us to sign-post them to the right agencies to help them get out of their crisis. This donation has helped put a smile on some faces and given a little relief to our clients in desperate need of food.”



YOUNG LEWISHAM PROJECT

Young Lewisham Project (YLP)

This Project offers a range of supportive and alternative vocational programmes to young people who are either unable to or find it difficult to reach their full potential in mainstream education. Tarem Services Limited contributed to their cause by donating £260 in March 2021.



YLP supplied padding and goggles for the youngster's riding trip through Tarem Award

"A huge thank you to Tarem Services for their very generous donation to the Young Lewisham Project earlier in the year. They provided 10 sets of the elbow and 10 sets of knee pads to kit out our young riders! Dirt biking and mountain biking are a huge part of what we do here, and the previous pads were starting to show their age. We could not survive without the support of businesses such as Tarem and their kind donation."

Young Lewisham Project, Programme Manager



Young people at Grove Park Youth Club in Lewisham

Grove Park Youth Club

Building Preservation Trust

Grove Park Youth Club

Grove Park Youth Club Building Preservation Trust is a trust formed of local people that have saved a youth club from demolition after several years of campaigning and voluntary efforts. They refurbished and finally reopened this dedicated space for young people in 2021 and now provide a youth club with their youth service partners in this part of South East London.

In June 2021, Tarem Services Limited contributed £340 to their cause.

"We are ever so grateful to Tarem for their donation. Their donation made it possible for us to buy a large TV screen, which is used by the young people here at every session. We very much rely on donations like these because it helps us to support and run Grove Park Youth Club, making a difference to the lives of young people in our community."

Grove Park Youth Club, Rob Clayton – Chairman

7. CASE STUDIES



CASE STUDY 1

DANIEL GOODE

Daniel Goode, 31, was out of work for three straight months before he joined hands with Tarem Services Limited. In January 2020, owing to his lack of confidence, he found it difficult to find a job that matched his skills set and experience. All this changed when he came across a job ad for a cleaning position we had placed through JobCentre Plus.

Daniel is a very driven and ambitious individual and wanted to work independently owing to his disability, which he did not see as a limitation. He was also quite keen on finding a job that would faithfully match his skills and, hence, applied for the role.

After a successful interview, Daniel secured a full-time position at the Wates Construction site at Signature Care Home Barnet (former Marie Foster Care Home), working as a Welfare Cleaner at first and then a COVID-19 Marshall. His responsibilities were to open the site each morning, take and record each worker's and/or visitor's temperature – and ensure that everyone had their face masks on and were observing the proper social distancing parameters.

Daniel: *“With my disability, some companies have been reluctant to give me the opportunity to work. That's why I'm so glad to have found the right job with Tarem. I enjoy my job and feel very optimistic knowing that I'm receiving a monthly profit share and regarded as a shareholder of the business – I truly feel like I am part of something! I'm so glad and thankful to Tarem because these benefits help to top up my salary, which will eventually help me to save up and have enough money to move in with my girlfriend.”*

Pearse Hamilton, Section Manager at Wates Construction: *“Daniel is a good guy, reliable and very personable. The guys here really like him, and he has become a part of the team.”*



CASE STUDY 2

ROSE OKEYRE

Rose Okeyre, a 52-year old from Hackney, is a single parent who used to jump from one cleaning job to another to make ends meet. Given the lack of stability, she felt extremely isolated and financially insecure and was left with little hope for the future. Her self-esteem suffered greatly as a result, and she felt that she could never find permanent work where she would be happy.

With uncertainty and anxiety overwhelming her, it wasn't long before a colleague recommended that she apply for a position as Cleaning Team Leader, which we had advertised. Rose was initially hesitant but eventually took the plunge. This was the moment that turned her luck around!

We were very impressed with her work ethic and level of discipline – after a successful interview, we offered her the position in 2018.

Rose: *“I will forever be grateful to Tarem! They helped me financially and emotionally when I needed support, and most importantly, I'm happy working for the company. That is why I always do my best on the job because I care about this company. I respect the people I work with. They really make me feel like a valued member of the team. Since joining Tarem, I have been on training courses, this has also helped me to learn new skills and build up my confidence. I can truly say I'm in a much better position today and really can't see myself working for another company.”*

Having permanent work with Tarem Services Limited truly means the world to Rose. Her confidence and self-esteem levels have skyrocketed, and she is feeling more optimistic than ever about her future career prospects.



CASE STUDY 3

JENNY RAMSAMY

Jenny Ramsamy, a mother of three from Brockley, South London, was forced to give her job up over six years ago – where she worked as a Chambermaid cleaning bedrooms and bathrooms to help meet her childcare commitments. Unfortunately, the three years which followed after her employment can only be described as "frustrating" as she was living off just benefits. She felt her heart sinking as she thought she would never be financially independent again.

Jenny's luck changed in 2014 when she came across a job vacancy advertised online by Tarem Services Limited. She felt confident about applying to see where it would lead her, and we soon scheduled an interview. Jenny left a really good first impression and was offered a job on the same day at Heber Primary School.

Since then, she has been given the opportunity to prove herself, and the school has given her even more responsibilities, owing to her work ethic and dedication. She's very passionate about what she does and hasn't looked back. Jenny was so pleased with the new position and the financial independence that came with it that she referred many family members and friends at Tarem, who are now with us as team members.

Jenny: "Tarem Services Limited has always treated me and other staff members like family. Since joining the company, I was able to come off benefits, and they gave me the opportunity to build up my confidence, manage a team and move on from a difficult situation. As a mother, it means a lot to me that my employer has always been flexible because it hasn't been an easy journey balancing work with family commitments. When I did not believe in myself, Tarem did. They have always been there for me. I feel valued, and there are so many benefits to working for an employer like Tarem."

8. GOALS FOR THE YEAR AHEAD

- As a Social Enterprise, we aim to continue tackling in-work poverty.
- Launch our new workshop project: "How to start your own Business or Social Enterprise" – working with local organisations that supports young people. This workshop we believe will reduce the risk of young people finding themselves in the cycle of in-work poverty in the future.
- Further developing long-term relationships with large corporations to expand our presence across the UK.
- Upskill at least ten of our existing workforces to work successfully in the rail industry.



CONCLUSION

We're fairly confident that this Social Impact Report will help you recognise the efforts Tarem Services Limited has been undertaking to tackle a variety of in-work poverty issues.

With many satisfied workers to date, we're going to continue to follow through our initiatives with full force and see to it that individuals in the cleaning industry, in particular, get their due share, whether it's the right salary and overall financial wellbeing, upskilling, advancement opportunities, acknowledgement and rewards, or all of the above.

FOR FURTHER INFORMATION

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