

Social Impact Report

August 2022 - July 2023



CONTENTS

MESSAGE FROM OUR MANAGING DIRECTOR	3
OUR THEORY OF CHANGE	4
WHO WE ARE	5
WHY WE DO WHAT WE DO	6
HIGHLIGHTS 2022 - 2023	7 - 9
ALIGNING OUR GOALS	10 - 15
1. Tackling in-work poverty	10 - 11
2. Commitment to employee wellbeing	12
3. Supporting young people	13
4. Collaborating to achieve shared goals	14
5. Upskilling our team	15
KEY PERFORMANCE INDICATORS	16
SUCCESS STORIES	17



As Managing Director of Tarem Services, I'm honoured to share our Social Impact Report for the period between August 2022 and July 2023. We'll cover similar themes to what was detailed in last year's report.

MESSAGE FROM OUR MANAGING DIRECTOR

Cost of living crisis

Our ongoing mission is solely focused on tackling in-work poverty. However, the cost of living crisis has made our social focus more critical than ever before. We know how challenging this last year has been, as budgets are stretched thin and families tighten their belts. As such, we believe our commitment to fair, transparent and liveable wages is even more important.

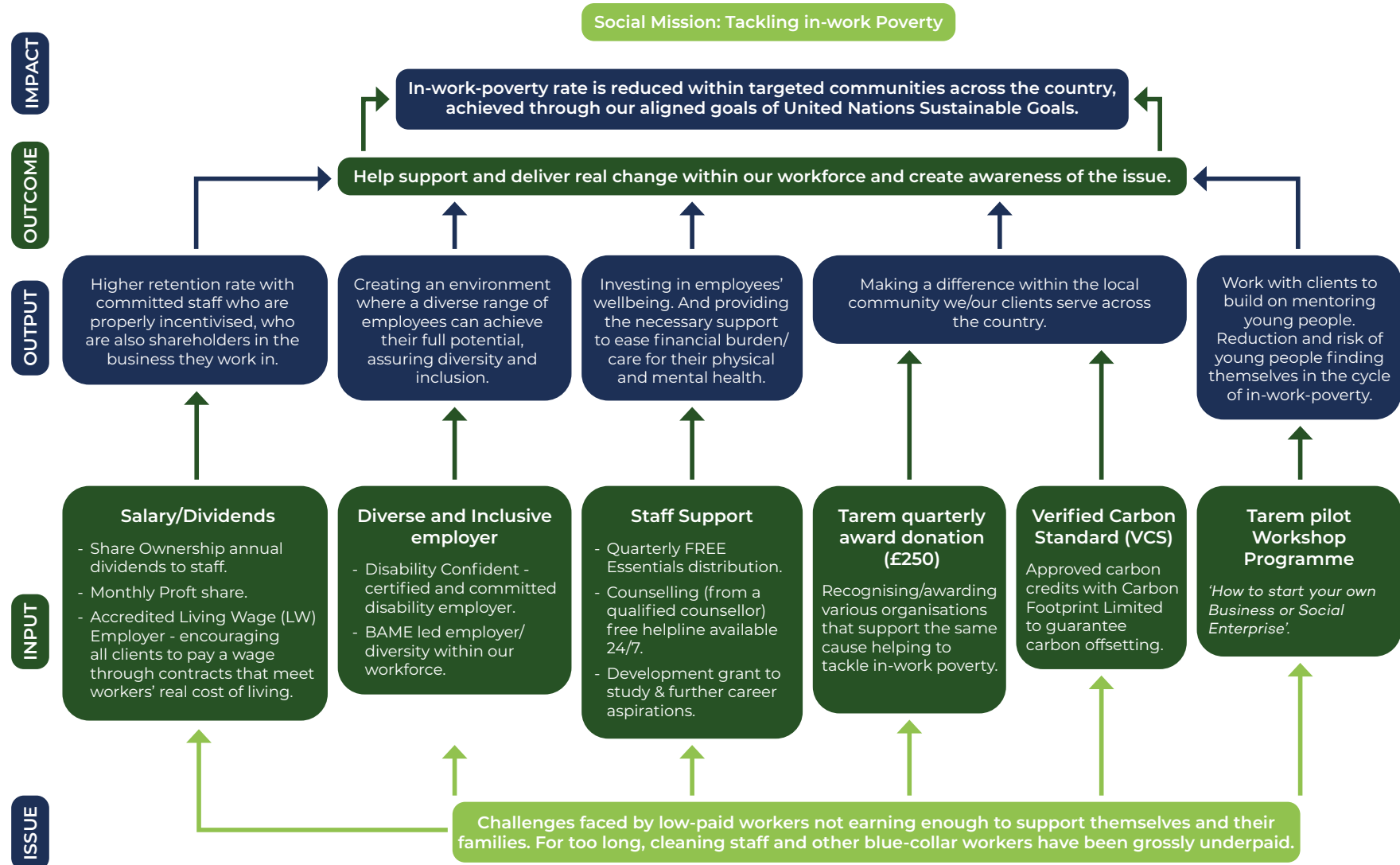
For more than 20 years, our cleaning operatives have been trusted shareholders in our business and this allows them to receive annual dividends from our profits; growing as our company grows. We are also committed to pay the Living Wage and offer a direct profit share with our cleaning operatives on every job. Now, more than in previous years, the personal stake we all have in the future of this social enterprise business will ensure we can weather these storms and continue a legacy that's more than two decades in the making.

I am also delighted to report that next year will mark a milestone for Tarem Services Limited. It is our 25th year of operation. We've reached more amazing heights this year with several new contracts including CBRE/, Savills/MMGY and VolkerFitzpatrick plus our new office space in Birmingham. I'm uplifted by our commitment to providing socially conscious services, from day one until now. That's something we can all be truly proud of.

I need to stress that nothing in this report is achieved without the commitment of our workforce and we are thankful that our clients continue to put their trust in Tarem Services.

Titus Komolafe
Managing Director, Tarem Services Limited

OUR THEORY OF CHANGE



WHO WE ARE

Here at Tarem Services Limited, we are incredibly proud to be a valued Social Enterprise Company, dedicated to addressing the ongoing issues surrounding in-work poverty within the UK. It is so fundamentally important that we have made tackling in-work poverty our core mission.

Why? We firmly believe that every cleaner and other blue-collar worker deserves to earn a fair 'living wage' - this is especially true as the cost of living continues to soar. The current economic crisis is forcing many households into poverty, with many families making the difficult choice between eating or heating their homes. So, across all of our core services including cleaning, construction labour supply, house clearance and waste management, washroom supplies and pest control; we're solving this very critical issue.

WHY WE DO WHAT WE DO

Our social mission is “to tackle in-work poverty for all and deliver real change within our workforce, create awareness of the issue and drive better social values.” To work towards achieving our mission, we adopt several Environmental, Social and Governance (ESG) values, which have always been at the heart of our business and continue to steer us in the right direction.

But what we’re doing is now more important than ever before. Over the past decade, it’s evident that in-work poverty is an escalating issue. The recent report published by Social Market Foundation’s (SMF) Working Lives – Experiences of in-work poverty in London (27th July 2022) highlights this compounding issue, especially in London, where in-work poverty is a structural challenge due to the nature of the jobs available, the wages paid to those working and the high cost of living in the capital.

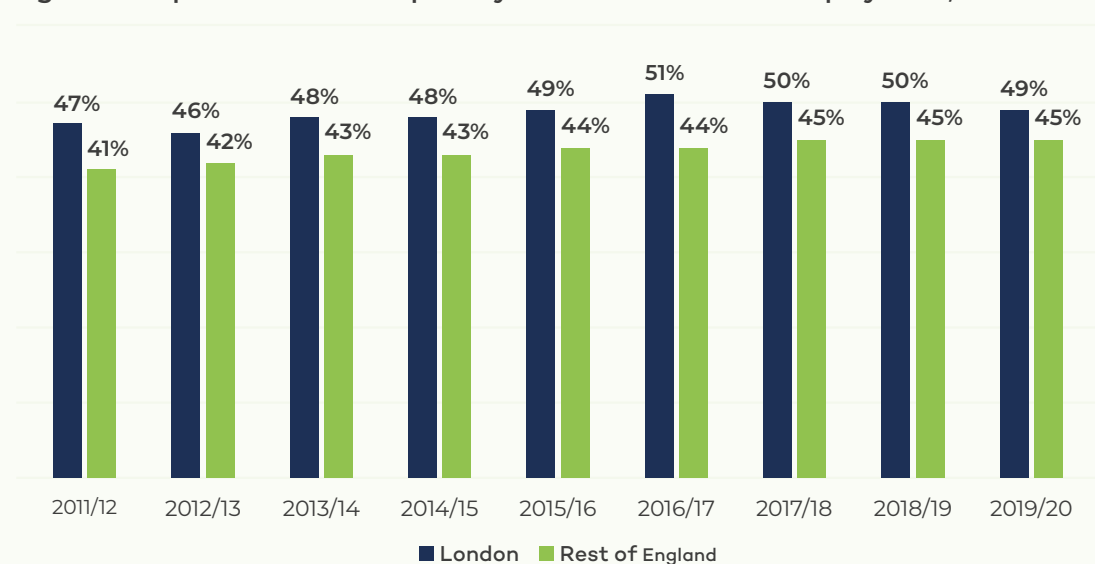
The report clearly shows that the London region has the highest proportion of in-work poverty in England. Here are just some of the findings:

- In 2019-20, just under half (49%) of those in poverty in London were in employment.

- This was two percentage points up on the position in 2011-12, signalling a worsening situation.
- In Figure 2 (below), the proportion of those in poverty who are working has been consistently higher in London than elsewhere in England.

The key takeaway from this report is that employees want and need their employers to do more to help tackle London’s in-work poverty problem. Tarem Services is dedicated to reducing the impact of in-work poverty and, in the last year, has taken significant steps to improve the quality of life both for our team and the impact our projects are having on different communities.

Figure 2: Proportion of those in poverty in London that are in employment, 2011 - 2020



Source: trust for London and WPI Economics (2021)

HIGHLIGHTS 2022 - 2023

We've been fortunate to have some exceptional highlights for this period that we are excited to share.

Our impact



Total number of shares held:

42,252



Book value:

£134,000



Dividends paid out to staff:

£21,000



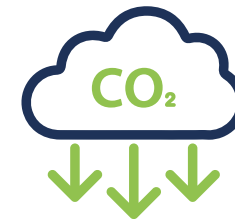
Profit share paid out to staff:

£6,833

Carbon footprint

We continue to invest in Verified Carbon Standard (VCS) approved Carbon Credits with Carbon Footprint to guarantee carbon offsetting within our business. This includes offsetting the Carbon Emissions generated through the delivery of our cleaning services across client sites.

For this period, we offset **22 tCO₂e** through the Verified Carbon Standard (VCS) reduction project.



22

Tonnes offset

HIGHLIGHTS 2022 - 2023



Tarem quarterly award

For the last decade, we've worked in tandem with our clients to achieve social good. For this period, the organisations that benefited from the Tarem award donation (£250), include:

The Well Wolverhampton Foodbank



Feeding local families is close to our heart and this foodbank supports over **13,000** people each year. Our award enabled them in their mission to get food and white goods to people who desperately need them. This donation helped them to purchase fuel for **2 vans** so they could continue to deliver food and toiletry parcels to **120** households each week.

Impact:
**Refuelling
for 2 vans**



Lewisham Foodbank



HIGHLIGHTS 2022 - 2023

Quarterly free essentials

33 staff members requested essential items through our dedicated programme.



To name a few, we've been able to create impact together with:

CBRE

Wates

**MORGAN
SINDALL**
CONSTRUCTION

ZURICH

WILLMOTT DIXON
INTERIORS

VolkerFitzpatrick

mace

DRAGADOS

Delighting our clients

**Efficient and reliable.
Good value for money.**

**Very reliable team.
They work really hard.
Our offices are always
clean and tidy.**

**Prompt, efficient,
outstanding service with
clear communication
channels. Very
professional and
extremely helpful.**

**A cleaning company
with an ethical
approach to its
workforce.**

In our recent client survey, we found:

**96% of our clients are
satisfied overall with
their experience**



ALIGNING OUR GOALS

1. Tackling in-work poverty

Developed by the United Nations, the SDGs are 17 overarching goals that provide a global framework for peace and prosperity with consideration for the environment. To align with the UN Sustainable Development Goals framework, we have identified 6 SDGs which support our social mission as well.

Our progress so far

The environmental, social and governance (ESG) standards and UN SDGs criteria are central to all our decision making here at Tarem. We are pleased to report that we've made even more progress this year towards the goals we continue to focus our attention on, which include:

1 NO POVERTY



"Eradicating extreme poverty for all people everywhere by 2030 is a pivotal goal of the 2030 Agenda for Sustainable Development."

2 ZERO HUNGER



"End hunger, achieve food security and improved nutrition and promote sustainable agriculture."

3 GOOD HEALTH AND WELL BEING



"To ensure healthy lives and promote well-being for all at all ages."

8 DECENT WORK A ECONOMIC GROW



"Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all."

We believe these four represent the standard that all working persons should expect. To this goal, our dividends and share payouts increased from last year, ensuring we're investing even more in our workforce. We're also at the implementation planning stage of launching the Tarem Mobile Foodbank - a resource we know will enrich local communities in need.



ALIGNING OUR GOALS

Tackling in-work poverty

Staff pay increase

Tarem Services is an Accredited Living Wage Employer. This is an honour we love to shout about as it recognises our commitment to ensuring a Living Wage is paid to all our employees. This makes us a vital part of the movement to end working poverty across this country by ensuring our teams are not suffering from in-work need.

We always encourage all clients to pay a wage through contracts that meet the workers' real cost of living. Here are just a few examples.

CBRE/Zurich showing full support for Living Wage Week 2022

Our client CBRE/Zurich is a crucial partner in this mission and showed how committed they are to uplifting Tarem Services employees' pay by folding us into CBRE/Zurich's One Workplace team. To help with the soaring cost of living, a planned pay increase was brought forward to bring much-needed relief.

Wates

Also, to ease cost of living needs, Wates increased one of Tarem Services staff's pay from August 2022. It is encouraging when clients acknowledge that cleaners, who often fall into in-work poverty brackets, are an important part of our society and deserve fairer wages.



ALIGNING OUR GOALS

2. Commitment to employee wellbeing

Next, we want to share our approach to staff development, reward and recognition and how we are building an inclusive culture where everyone feels they belong. Our policies and practices support employees of all backgrounds and this is also shown through Tarem Services' status as a disability-confident employer. Furthermore, we offer job opportunities in growing areas such as construction and flexible working arrangements. This complements our diversity training and development opportunities like the Tarem Development Loan.

Our staff survey report

Conducting a staff survey helps us to focus on areas where we need to continue to improve our team's daily experiences at work and highlights areas where we should rightly feel proud. With continual employee feedback, we aim to keep improving our team experience and ensuring a positive working environment for everyone.

We're delighted to report that:

100% of respondents said 'they feel valued at work'

Mental health awareness

We are also proud to provide resources and opportunities to help our employees look after their mental health. Specific measures we've taken to address mental health directly include:

- Access to a 24-hour counselling service
- Mental health awareness training
- Ongoing flexibility with work schedules

Staff voices...

“**I like the fact that Tarem [pushes] for their cleaners to get LLW.**”

“**Tarem is a company that provides quality services.**”

“**Tarem is the best!**”



ALIGNING OUR GOALS

3. Supporting young people

To align with our goal of Reduced Inequalities, we're still exploring how to further develop our youth workshop project 'How to start your own Business or Social Enterprise' to offer young people the best chance to benefit from this learning program and mentoring opportunities.



Joining our clients

In May 2023, volunteers from VolkerFitzpatrick and Tarem Services supported the delivery of an Amplify Me programme in Totteridge Academy, Barnet that was exceptionally organised and hosted by Local Village Network (LVN).

LVN's core purpose is to ensure that every young person is supported to reach their full potential. They do this by addressing network poverty - one of the key contributing factors that keeps young people in poverty and hinders social mobility. By introducing young people to mentors from various industries, LVN increases their access to a broad spectrum of professionals.

Furthermore, to address network poverty of school-aged children, LVN developed a school programme 'Amplify Me', which combines employability skills with confidence building and mindset change activities, ensuring young people are equipped to achieve their ambitions. Throughout the programme, mentors share their career journeys, lessons learned and advice. We were thrilled to participate in this worthwhile endeavour.



Welcoming interns

Further backing up our commitment to mentoring and upskilling young people, we've taken on an intern from The London School of Economics (LSE). We know how crucial it is that we provide the opportunity for professional development and job experience to students. But we are being enriched as well. Internships have allowed us to diversify our workforce which has been beneficial to our productivity and perspectives as a business.



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■

ALIGNING OUR GOALS

4. Collaborating to achieve shared goals

Climate action is another critical goal we're looking to support. That's why we are so delighted that our contract wins result in carbon offset that reduce our climate impact and that of our valued partners. Some such contract wins from this period include CBRE/ Zurich, Savills/MMGY, MCP Property Services, Wates Construction, Willmott Dixon Interiors and VolkerFitzpatrick at Eastbrook Studios.' We're honoured by the trust they place in us and the value they see in our social & environmental projects.

13 CLIMATE ACTION



"Take urgent action to combat climate change and its impacts."

London construction meetup

Tarem Services exhibited at a construction meet-up in central London that served as a fantastic jumping-off point for a range of conversations around our social mission and commitments. We shared our ideas and best practices, took one-on-one meetings and networked within the industry.

Forge construction and built environment careers fair

In April 2023, Tarem Services attended this dual-purpose event which brought construction-industry professionals and jobseekers together at the Brent Civic Centre for networking and employment conversations.



ALIGNING OUR GOALS

5. Upskilling our team

Access to Decent Work and fueling Economic Growth is so important to us. These tenets support our overarching goal of ending in-work poverty while allowing us to give back directly to our teams. So, in light of this aim, we introduced a career development loan. This new fund will allow our long standing staff members the chance to take a course of study with a recognised institution and borrow 50% of the costs, up to £2,000, to help with fees.

8 DECENT WORK AND ECONOMIC GROWTH



“Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.”

Diverse opportunities

Also, during this period, a new contract began with VolkerFitzpatrick at Eastbrook Studios. In Oct 2022, Tarem Services was contracted to supply Security Gatemen. This is a fresh and exciting work stream that will swing open the doors for other career opportunities for Tarem Services employees. This fantastic prospect has also demonstrated our expertise beyond cleaning and builds on our track record of delivering outstanding service for our clients.



KEY PERFORMANCE INDICATORS

Delivering profit and reinvesting it

Why is this important?

We're committed to reinvesting over **50%** of our profits back into our business and local communities to advance our social mission. When we grow and drive revenue, we want this to benefit our team *and* the community.

What we measure

Like most businesses, operating profit is the best measure of business performance.

How we performed

Operating profit was up by **76%** and improved margin rising from **7%** (2022) to **9.5%** (2023). Because of these gains, we were able to reinvest more compared to last year.

Valuing our staff

Why is this important?

We place a priority on ensuring we value our staff and live that commitment to them every day. Their wellbeing is important to us, especially during these challenging times. That's why we are fully committed to paying a real living wage that meets their everyday needs and will provide them, and their families, with security and stability.

What we measure

To see how we're stacking up, we ask the people that matter most - our team.

How we performed

The staff survey was sent to **130** employees and we received a **19%** response rate of **23** respondents. We're happy to report that all the staff that took part in the survey said 'they feel valued at work'. Continual feedback from our employees is critical to improve their daily experiences at work and we aim to increase our response rate next year by at least **25%**.

Climate change

Why is this important?

Carbon dioxide is poisoning our planet. Tree planting helps to remove carbon dioxide from the air; storing carbon in the trees and soil while releasing oxygen into the atmosphere. It contributes to reduced climate damage and sustains our environment for future generations.

What we measure

We're investing in Verified Carbon Standard (VCS) approved Carbon Credits with Carbon Footprint Limited that include tree planting and offsetting the Carbon Emissions generated through the delivery of our services. We measure our success through their metrics.

How we performed

In this period, we planted **22** trees via Carbon Footprint and offset **22 tCO₂e** through this Verified Carbon Standard (VCS) reduction project.

SUCCESS STORIES

As always, we are keen to highlight unique experiences from our team. This year, we have three inspiring stories to share.



Success story video

Dolmaya's story with Tarem Services

Here is Dolmaya's experience, who has been working for Tarem Services for just over 12 years.

Tell us a bit about yourself and what you were doing prior to joining Tarem Services

My name is Dolmaya and I previously worked for a Care company prior to joining Tarem Services. I left my previous job because the commute to work became very difficult for me, and the working hours were not flexible enough to work around my family.

How long have you been an employee at Tarem Services?

I joined Tarem Services in 2011.

Where do you work?

I am a Team Leader/Caretaker at Notre Dame R C Primary and Foxfield Primary School in South East London.

Can you tell us a little bit about the sorts of things your job involves each day?

My job involves undertaking day-to-day cleaning tasks at the school, ensuring all team members are familiar with and adhere to the company's policies and procedures and other ad hoc duties.



How did you find out about the opportunities at Tarem Services and what prompted you to consider the role you're working in now?

A friend of mine who works for Tarem, recommended I join the company. So, I decided to make some enquiries to see if there were any jobs. Thankfully, a vacancy came up that was a reasonable commute for me.

How have you found the experience of being an employee of Tarem Services?

I'm very happy at Tarem, that's why I am still here. With a positive working environment, I enjoy my job and can honestly say all the staff look out for one another here as well.

What do you think about the benefits you receive from Tarem Services?

I never imagined I could receive such benefits! This has motivated me to do my job well and stay with the company because they care about all their staff.

Please get in touch, if you need more information about what we do,
or how you can be part of our social mission.



Head Office: Unit 19 Brockley Cross Business Centre, 96 Endwell Road SE4 2PD

Barnet Office: 133 Balfour House, 741 High Road, North Finchley N12 0BP

Birmingham Office: Regus Edmund House 12-22 Newhall Street Birmingham B3 3AS

Company Reg: 03768270