

2025

# Aberdeen Laundry Services

## Sustainability Report

aberdeen  
**Laundry**  
services





# Foreword

At Aberdeen Laundry Services, we believe success is measured not only by commercial performance, but by the positive impact we create for our people, communities, and planet. This Sustainability report reflects that belief-and 2025 marks a defining year in which that belief became independently verified reality.

This year, we became the first commercial laundry operation in the UK to achieve independently verified carbon neutrality under ISO 14068-1, underpinned by comprehensive GHG quantification to ISO 14064-1 standards-15 years ahead of schedule. This milestone represents far more than a certification; it validates years of incremental progress, values-led decision-making, and our unwavering commitment to demonstrating that operational excellence and environmental responsibility are not competing priorities-they reinforce one another.

Our approach has always been values-led. For every major decision we make, we ask not only "Is this good for business?" but also "Is this the right thing to do?" This mindset shaped our sustainability journey and guided us through significant milestones in 2025: achieving EcoVadis Silver rating (placing us in the top 15% of businesses globally), earning Active status as a UN Global Compact signatory, securing Infinite Textiles certification for circular economy leadership, and receiving the Laundry and Drycleaning Awards' Responsible Business Award.

We enhanced our governance and strengthened our accountability by introducing new environmental policies and social policies, expanding ESG oversight, and embedding robust processes to ensure our impact is measured with accuracy and integrity. We updated our Net Zero 2040 plan, implemented our Carbon Management Plan, and partnered with Carbon Neutral Britain to complete our first comprehensive carbon audit under ISO 14064-1 and GHG Protocol standards. Our continuous review of frameworks and standards demonstrates our ongoing commitment to improvement, ensuring our practices evolve alongside emerging best practices in sustainability and responsible business.

The results speak for themselves: total emissions reduced by 4.06% (location-based) or 5.61% (market-based), natural gas consumption down 7%, grid electricity down 10%, diesel fuel down 16%, and water intensity reduced by 25.35% since our 2022 baseline. We achieved our 2029 waste-to-landfill reduction target four years early, with an 87.62% reduction. Our solar PV systems now generate 13.06% of our total electricity consumption, and we've transitioned to 100% REGO-certified renewable electricity across all operations.

Our commitment to transparency is central to this report. We openly recognise the challenges of balancing operational growth with reducing both emissions intensity and absolute carbon output. Yet 2025 demonstrated what is possible when values, data, and collaboration come together: responsible expansion, reduced emissions, and measurable progress across every ESG pillar.

We are proud of what we have achieved, but we are even more ambitious about the road ahead. Sustainability is not a project-it is a continuous commitment. We will keep working with our customers, partners, suppliers, employees, and the wider communities we serve to raise industry standards and demonstrate that operational excellence and environmental responsibility can go hand in hand. Our commitment to community engagement remains central to this mission, ensuring we contribute meaningfully to local wellbeing through charitable support, partnerships, and initiatives that create real social value.

To our entire team, thank you for your dedication, resilience, and passion.

To our customers, communities, and stakeholders, thank you for your trust and ongoing support.

Together, we are proving that a Scottish-based company with national reach can drive meaningful change and lead the way in responsible service delivery.

*Surendra Khandelwal*

Surendra Khandelwal

Director

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# Our ESG Journey

Our commitment to environmental, social, and governance excellence didn't begin with certifications or formal reporting - it began with a fundamental shift in how we make decisions.

From 2019 onwards, we faced pivotal moments where the "right" decision and the commercially expedient decision didn't align. In those moments, we returned to our core values and asked a different question: not "is this good for business?" but "is this the right thing to do?"

These values-led decisions often carried significant short-term costs. Yet the long-term impact has been transformative - we've built a workforce that is happier, more productive, and feels genuinely valued. We've reduced our environmental footprint in ways that position us for a sustainable future, and we've strengthened our relationships with the communities we serve.

This approach shapes how we view ESG credentials and frameworks. For us, certifications and standards serve as guideposts rather than destinations - they validate that we're on the right path and provide frameworks to sense-check whether our decisions are creating positive impact for people, planet, and society. From this foundation, our credentials have emerged naturally as evidence of the journey we're on, not as goals in themselves.

The roadmap that follows illustrates key milestones in this ongoing journey - moments where we chose values over expediency, and where those choices have compounded into meaningful, lasting change.

# Key Milestones

## 2019: First Set ISO certifications (9001 & 14001) = Foundation

Our first set of ISO certifications (9001 & 14001) were the foundations for responsible growth back in 2019, but we knew we could and would do more.

We challenged ourselves to think outside the norm — innovatively — to look beyond the industry we worked in and reflected on our goals, aspirations, mission and values and challenged ourselves to be bolder for a bigger impact. We may not be the biggest company in the world, but we can make an impact and that's all that matters.

## 2020: Covid-19 Pandemic Disruption = Industry Leadership

The journey to carbon neutrality accelerated during the COVID-19 pandemic, when industry shutdowns prompted us to fundamentally reassess our operations and values. The company rebuilt its processes with sustainability and social responsibility at the core.

## 2020: Values Led Approach to Sustainability

Introduced a solidified set of core company values which would set the path for responsible growth. Our achievements to date, represent the culmination of years of incremental progress guided by four core company values: Integrity, Innovation, Customer Focus, and Sustainability.

## 2021: Joined the Climate Pledge

Committed to ambitious environmental goals that align with global sustainability imperatives. As signatories, we established a clear roadmap to achieve net-zero carbon emissions across our entire operations by 2040, a full decade ahead of the Paris Agreement targets.

## 2022: Strengthening Our Foundations - Pivotal Change

After several years of organisational learning, process refinement, and embedding sustainability into our culture, the next step was ensuring we had the right people, structure, and leadership capacity to move forward. We educated our teams on the scale of change required, benchmarked against global best practice, and built internal capability so sustainability, continuous improvement, and responsible business became part of everyday thinking. 2022 marked the shift of sustainability from a project to a core business discipline and the formal establishment of our Leadership Team—a pivotal year of pause, learning, and alignment before accelerating with clarity, capability, and purpose.

## 2023: Fair Work First Principles

Aberdeen Laundry Services formally adopted the Scottish Government's Fair Work First principles, embedding fair work practices across all operations. This commitment ensures appropriate channels for effective voice, provides security of employment, flexibility and work-life balance, and guarantees no inappropriate use of zero hours contracts throughout our workforce.

## 2023: Became a Living Wage Employer

Acknowledgment as a Living Wage employer by Living Wage Scotland. To date, we continue to be committed to providing just compensation, which reflects our dedication to treating our employees fairly. This ensures that all employees earn a wage that meets the basic costs of living, and as a result, we actively promote a fair and unbiased work environment where equality and fairness permeate all levels of our company.



# Key Milestones

## 2024: Baseline Established, Sustainability Report Published & Roadmap Agreed

This step really was key to understanding where we were, in order to look at where we want to be.

Our Net Zero plan was introduced (updated again in 2025), drawing upon our values led approach to business growth. Whilst working towards the plan, we looked to focus on frameworks, processes and systems to solidify our approach to sustainability.

## 2024: Armed Forces Covenant

Awarded the bronze award from the Defence Employer Recognition Scheme and signed the armed forces covenant. A significant milestone in our commitment to creating an inclusive and supportive environment for those who have served the country.

## 2025: EcoVadis Silver Rating

Placing us in the top 15% of businesses globally for sustainability performance, we became one of the first commercial laundries in the UK to receive this prestigious rating.

## 2025: Signatory to the United Nations Global Compact (UNGC)

Successfully submitted our Communication on Progress (CoP) to the United Nations Global Compact and achieved Active status as a participating commercial laundry provider. This significant milestone reinforces our unwavering commitment to responsible business practices and sustainable operations.

## 2025: ISO 14064-1 and 14068-1 certifications and NQA Certification Limited Carbon Neutrality Verification

In 2025, we achieved both ISO14064-1 and 14068-1 certifications.

### ISO 14064-1: Greenhouse Gas Quantification and Reporting

Our ISO 14064-1 certification demonstrates our rigorous approach to measuring, monitoring, and reporting greenhouse gas emissions across all operational boundaries. This standard provides the quantification framework underpinning our carbon management strategy, ensuring accuracy and transparency in our emissions inventory across Scope 1, 2, and 3 categories.

### ISO 14068-1: Carbon Neutrality Achievement

Aberdeen Laundry Services holds the distinction of being the UK's first ISO 14068-1 Carbon Neutral certified

commercial laundry. This comprehensive standard requires:

- A robust Carbon Management Plan with science-based reduction targets
- Systematic GHG emission quantification across all scopes
- Demonstrated emission reductions through operational improvements
- Offsetting of unavoidable emissions through verified carbon sequestration projects
- Annual verification and continuous improvement cycles

## 2025: Infinite textiles Accreditation

Complimenting carbon neutrality - not just reducing our carbon footprint in operations but also ensuring textiles stay in the circular economy rather than becoming waste. It's the combination that creates true sustainability leadership.

## 2025: Laundry and Drycleaning Awards: Responsible Business Award

Recognising our comprehensive approach to corporate social responsibility and measurable impact across environmental, social, and governance metrics.



# NetZero 2040 Plan Commitments for 2025 Achieved

Energy Efficiency Improvements	Completed energy audit, identifying key natural gas reduction opportunities.	✓
Fleet Decarbonisation	Completed fleet assessment and identified vehicles for replacement.	✓
Waste Management and Circular Economy	Implemented waste reduction programs, focusing on textiles and chemicals. Demonstrable progress toward zero landfill commitment, evidenced by initial goal of reducing waste to landfill by 80% by 2029. Achieved 4 years ahead of schedule.	✓
Sustainable Procurement and Supply Chain Management	Implemented sustainable procurement policies across all sourcing.	✓
Carbon Offsetting and Carbon Capture	Initially a goal for 2026, we have already begun to invest in carbon offset programs.	✓
Monitoring, Reporting, and Accountability	Introduced a carbon management plan & policy	✓

# Our History, Mission and Vision

## Our History

Aberdeen Laundry Services was established in 2008 with the acquisition of Keith Steam Laundry (founded 1898) and two Aberdeen sites (Mugiemoss and Byron). Strategic expansion followed with Alba Laundry, Inverness, and Cathkin Clean, East Kilbride. During 2025, as we fully integrated our East Kilbride site into the ALS family, we divested our Inverness facility. All active sites now operate under our brand, serving customers across the UK. With 127 trained professionals and significant investment in technology and machinery, we deliver exceptional textile services nationwide.

## Our Mission

To deliver unmatched textile services to our diverse clientele by innovating with integrity, sustainability, and care for our people, environment, and communities - raising industry standards and inspiring meaningful change in responsible business practices.

## Our Vision

To lead the UK textile services industry by demonstrating that operational excellence, environmental stewardship, and social responsibility are not competing priorities - they are the foundation of sustainable business growth.



# Our Founding Principles

## Integrity & Customer Focus

We conduct ourselves with honesty, transparency, and accountability, building trust through ethical practices. Our clients are at the heart of everything we do.

## Innovation & Excellence

We embrace innovation to stay ahead, continuously improving our processes, technologies, and solutions. Accredited with ISO 9001, ISO 14001, ISO 14068-1, ISO 14064-1 and compliant with HTM 01-04 healthcare standards, we invest in cutting-edge equipment to guarantee the highest quality in every textile item processed.

## Sustainability & Community Care

We are dedicated to minimising our environmental footprint through sustainable practices across all operations. As a Real Living Wage Employer and local independent company with national reach, we protect our planet for future generations whilst caring for our people and community through responsible fleet management and energy-efficient equipment.



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# Key Achievements

We became the first commercial laundry operation in the UK to achieve independently verified carbon neutrality certification under ISO 14068-1 and ISO 14064-1 standards - 15 years ahead of schedule.

The carbon neutrality certification provides tangible benefits to Aberdeen Laundry Services' partners and clients. Any textiles serviced by the company are now processed with a verified carbon neutral footprint, offering businesses a credible way to reduce their own supply chain emissions.

Reduced Waste to Landfill by **87.62%** in one year

Our initial **NetZero target** in this area was to reduce our waste to landfill by 80% by 2029.

**We surpassed this, achieving nearly 10% above target, four years ahead of schedule.**

**Carbon Neutral Britain**  
IS PRESENTED TO  
**Aberdeen Laundry Services Limited**  
**1800.00 Tonnes CO<sub>2</sub>e Emissions Offset**  
via the Climate Fund™ Portfolio of verified carbon offsetting projects around the world  
Batch Serial # 9101-0039-0084980-VCS-VCU-029-VER-CER-413-00084659455946363  
**IN THE MONTH OF AUGUST 2025**  
Certificate No: BCNB - 05722  
Credits issued from one or more of the International Carbon Offsetting standards:

*Christina Willoughby*  
**CHRISTINA WILLOUGHBY**  
Credit Officer

*James Poynter*  
**JAMES POYNTER**  
Director

United Nations Framework Convention on Climate Change Verified CER | Verified Carbon Standard A VERRA STANDARD | Gold Standard for the Global Goals



# Environment

Our reporting follows the ISO 14064-1 and GHG Protocol Accounting Standard – the two most recognised methodologies for carbon footprint calculation globally, used by the UK Government and all public agencies. Whilst we await (and invest!) in technological advances, we took the decision this year to purchase Carbon Offset Credits from with Carbon Neutral Britain – ensuring our offsets were in line with the UN Framework Convention on Climate Change (UNFCCC), verified Carbon Standard and Verra standard (focused on quality), and gold standard for global goals (emphasising Sustainable Development Goals alongside climate). Our 1800.00 Tonnes CO<sub>2</sub>e Emissions Certificate of Credit Retirement is via the Climate Fund™ Portfolio of verified carbon offsetting projects around the world.

Over the last year, our team have worked extensively to ensure our calculations followed the GHG Accounting Standard principles of:

- **RELEVANCE:** Appropriately reflecting our GHG emissions
- **COMPLETENESS:** Including all relevant emission sources
- **CONSISTENCY:** Enabling meaningful comparisons over time
- **TRANSPARENCY:** Addressing all relevant issues factually and coherently
- **ACCURACY:** Reducing bias and uncertainties

All this to say, we fundamentally changed how we operate, invested in renewable energy, optimised every aspect of our processes, and worked with suppliers who share our values. Every milestone was rigorously verified by third-party certification bodies including NQA Certification.



Our reporting is framed around our baseline year (2020) where emissions were 1421.29 tCO<sub>2</sub>e. As we grow as a business, our commitment is to track all Scope 1, 2, and 3 emissions using both absolute emissions and emissions intensity metrics. This dual approach allows us to assess our environmental performance as we scale, ensuring growth doesn't come at the expense of climate impact while maintaining transparency across all scopes.

Our mitigation strategy follows a clear hierarchy: we prioritise avoidance and reduction of emissions where possible, then pursue sequestration opportunities, with offsetting as a final measure for any remaining emissions we cannot eliminate despite business growth and external factors. These commitments are underpinned by Science Based Targets validated under the Science Based Targets initiative (SBTi) framework:

### Science Based Targets (SBTi) Alignment

Aberdeen Laundry Services commits to reaching Net-Zero GHG emissions across our entire value chain by 2040, from a 2020 base year.

#### Near-Term Target (2026 -2030):

- Aberdeen Laundry Services commits to reduce 23.1% of absolute GHG emission of Scope 1 by 2030, from a 2020 base year.
- From 2025 onward, Aberdeen Laundry Services will exclusively use REGO-certified electricity to address and reduce its Scope 2 emissions.
- Aberdeen Laundry Services pledges to remain carbon neutral by investing in carbon removal solutions and offset technologies.

#### Long-Term Target (2030-2040):

- Aberdeen Laundry Services commits to reduce 42.6% of absolute GHG emission of Scope 1 by 2040, from a 2020 base year.
- Aberdeen Laundry Services is committed to reducing Scope 3 emissions by sourcing all relevant products exclusively from verified carbon-neutral suppliers, once a dependable supply network is in place, to address emissions currently outside our operational control.

This year, to continuously improve our efforts, keep ourselves accountable and to be transparent, we updated our [Net Zero 2040 plan](#) and introduced:

- a carbon management plan & policy
- an energy policy
- an environmental services policy
- a biodiversity policy

- a pollution policy
- a sustainable procurement policy
- adopted pollution control measures with a transport policy
- created a baseline for water consumption with a correlating water conservation policy
- introduced a waste management policy.

For full transparency, our 2025 emissions data reflect a significant change in our operational footprint. Our emissions intensity metrics demonstrate our continued progress toward our environmental commitments, showing that we are managing our carbon footprint responsibly even as our operational capacity expands. All 2025 data presented throughout this report captures emissions from all sites we operated during the year, ensuring complete transparency during this transition period.

We stand with Amazon Climate Pledge, Global Optimism, and the other signatories of 'The Climate Pledge', in a commitment to being Net Zero Carbon by 2040 at the latest across Scopes 1,2 and 3 ten years ahead of The Paris Agreement. As a signatory of The Climate Pledge, we have already initiated implementation of decarbonisation strategies through real business change and innovations. In line with the commitment of The Climate Pledge, our Scope 1, 2, and 3 GHG (greenhouse gas) emissions have been calculated for the period of 2020 through 2025 as outlined within this report.

In 2025, we formalised how we collect and digitise data to understand our environmental impact. These baselines represent the foundation of our accountability framework, allowing us to consistently measure progress and set quantitative targets aligned with our Net Zero 2040 commitment.

Our baseline years reflect when robust data collection systems were established:

- GHG Emissions Baseline: 2020 - Established comprehensive carbon accounting methodology
- Water Usage Baseline: 2022 - Deployed smart metering and monitoring systems
- Waste Baseline: 2024 - Implemented digital waste tracking across all four facilities
- Pollution / Environmental Impact Baseline: 2024 - Formalised environmental management protocols

This systematic approach enables science-based target setting and transparent reporting to stakeholders, demonstrating our commitment to measurable environmental stewardship.

# Our Environmental Performance: 2025 Results

Our comprehensive carbon audit reveals significant progress in reducing our environmental impact across all areas of operation. The data demonstrates that our commitment to emissions reduction is delivering measurable results, while also highlighting opportunities for continued improvement as we grow.

## Understanding our Emissions:

We measure our carbon footprint across three “scopes”:

**Scope 1** covers direct emissions we control - like natural gas heating our facilities and fuel for our vehicles.

**Scope 2** covers indirect emissions from the electricity we purchase to power our operations.

**Scope 3** covers all other indirect emissions in our value chain - from the goods we purchase to how our employees commute to work.

Most companies focus only on Scopes 1 and 2 because they’re easier to measure and control. We’ve gone further, measuring all three scopes to understand our complete environmental footprint - including the ‘hidden’ emissions that often represent most of a company’s true impact.

## 2025 Key Achievements

This year, we reduced our reliance on fossil fuels and improved efficiency across our operations:

KEY TOPIC		PROGRESS		SDG ALIGNMENT
Energy	Natural Gas	Natural gas consumption down 7% — Through improved heating efficiency and operational practices.	↓7%	 
	Grid electricity	Grid electricity consumption down 10% — Driven by energy-efficient equipment and better process management.	↓10%	  
Fuel	Diesel	Diesel fuel consumption down 16% —Through route optimisation and fleet efficiency, and vehicles replaced as part of fleet decarbonisation achievements .	↓16%	  
GHG Emissions	Total Scope 1 & 2	Total Scope 1 & 2 emissions down 7.50% (location-based) or 10.89% (market-based).	↓7.50%	 
	Total emissions	Total emissions across all scopes down 4.06% (location-based) or 5.61% (market-based).	↓4.06%	 

## How We Achieved These Results

These reductions didn't happen by accident - they're the result of strategic investments, implementations and operational changes we've implemented systematically over the past 18-24 months, including:

**Smart Fleet Strategy:** Our Net Zero Plan includes route optimisation software with telematics capabilities, supported by monthly emission monitoring from both our fleet and boiler systems. This data-driven approach has enabled the 16% reduction in diesel consumption while maintaining service quality.

**Energy-Efficient Equipment:** We've installed LED lighting, low-temperature detergent systems, and heat-recovery dryers across all sites. These technologies reduce energy demand at the source while maintaining operational performance.

**On-Site Renewable Energy Generation:** Solar PV systems now generate 13.06% of our total electricity consumed for production, significantly reducing our reliance on grid electricity and the associated transmission and distribution losses. At our East Kilbride site, approximately 62% of electricity produced is used directly for production, with the remaining 38% exported back to the grid - meaning we're not only reducing our own carbon footprint but contributing clean energy to the wider community.

**Ozone Technology & Biodegradable Detergents:** Ozone systems now operate in each laundry facility, allowing us to wash effectively at lower temperatures. We've also completed a full switch to biodegradable detergents, reducing both energy consumption and environmental impact.

**Circular Economy Leadership:** As one of the first commercial laundries in the UK to achieve Infinite Textiles certification, we've pioneered textile lifecycle management and committed to zero landfill. This ensures textiles remain in productive use rather than becoming waste, reducing our environmental footprint while setting new industry standards.

These efforts reflect a robust, data-driven approach to reducing our carbon footprint and waste across the business. The improvements we're seeing aren't one-off gains but sustainable operational changes that will continue delivering benefits as we grow.



*“As one of the first commercial laundries in the UK to achieve Infinite Textiles certification, we’ve pioneered textile lifecycle management and committed to zero landfill.”*



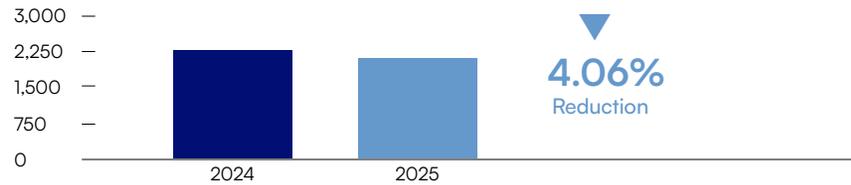
*“This is equivalent to taking 28 cars off the road for a year, all whilst integrating our largest facility in East Kilbride”*

## What These Numbers Mean

We report our emissions using two methodologies to provide complete transparency:

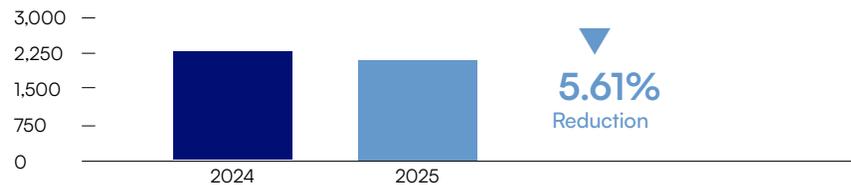
- **Location-based:** Reflects the average emissions from the electricity grid we’re connected to. Our total 2025 emissions using this method were 2,254.31 tCO<sub>2</sub>e, down from 2,349.69 tCO<sub>2</sub>e in 2024 - a reduction of 95.38 tCO<sub>2</sub>e.

Location-Based GHG Emissions (tCO<sub>2</sub>e)



- **Market-based:** Reflects our actual energy purchasing choices, including our 100% renewable electricity. Our total 2025 emissions using this method were 2,202.60 tCO<sub>2</sub>e, down from 2,333.61 tCO<sub>2</sub>e in 2024 - a reduction of 131.01 tCO<sub>2</sub>e.

Market-Based GHG Emissions (tCO<sub>2</sub>e)



To put the market-based reduction in perspective, cutting 131 tCO<sub>2</sub>e is roughly equivalent to:

- Taking 28 cars off the road for a year, or
- The annual carbon absorption of approximately 6,000 trees

For transparency, our Scope 2 market-based grid electric emissions are zero. This is because we purchase 100% renewable electricity certified by REGO (Renewable Energy Guarantees of Origin). While the location-based method shows emissions of 51.71 tCO<sub>2</sub>e (reflecting the average grid mix), the market-based method recognises our renewable energy procurement. We report both figures for full transparency.

## Understanding Location-Based vs Market-Based Reporting

You'll notice we report two different figures for our total emissions. Here's why:

- **Location-based** calculations use the average carbon intensity of the electricity grid in our region. This reflects the reality that, despite purchasing renewable energy, the overall grid still includes fossil fuel generation. This method shows our emissions as 2,254.31 tCO<sub>2</sub>e.
- **Market-based** calculations recognise our deliberate choice to purchase 100% renewable electricity certified by REGO (Renewable Energy Guarantees of Origin). This method rewards companies that actively support renewable energy, showing our emissions as 2,202.60 tCO<sub>2</sub>e.

Both figures are valid and important. Location-based shows our physical impact on the regional grid; market-based shows the impact of our purchasing decisions. We report both for complete transparency.



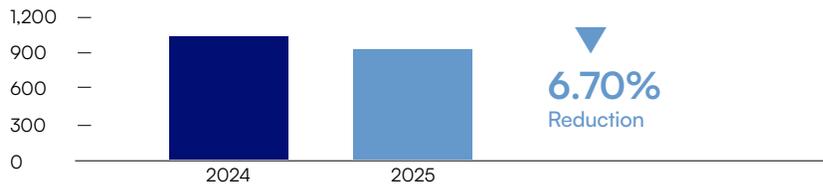
## Our Scope 3 Journey

Scope 3 emissions - the indirect impacts across our value chain - remained relatively stable at 1,179.09 tCO<sub>2</sub>e (down slightly from 1,184.97 tCO<sub>2</sub>e). These emissions span nine categories, from purchased goods and capital equipment to employee commuting and waste disposal. This is the most challenging area to reduce because it involves emissions beyond our direct control, but it's also where the greatest opportunities lie. As we deepen partnerships with suppliers and continue engaging employees in sustainable practices, we expect to see more significant progress in future years.

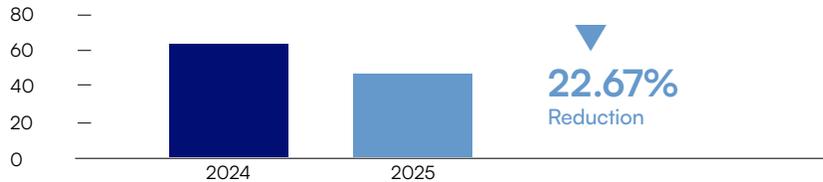
### Detailed Emissions Breakdown

For full transparency, here are our emissions by scope and combined total emissions: Location based and Market based:

#### Scope 1 — Direct Emissions (tCO<sub>2</sub>e)



#### Scope 2 — Electricity Emissions (tCO<sub>2</sub>e)

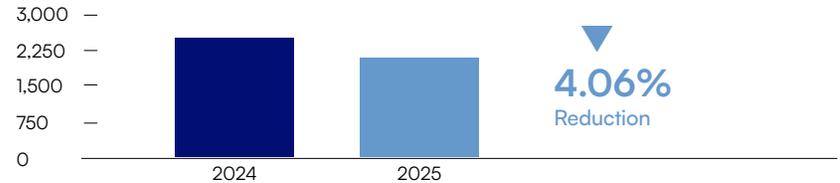


#### Scope 3 — Value Chain Emissions

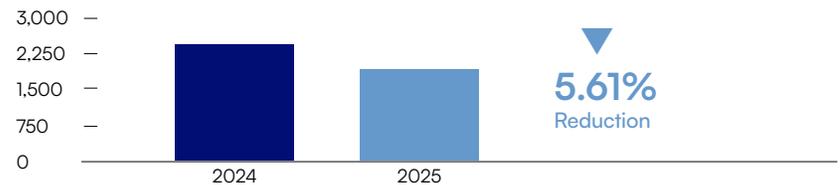
Total:

**1,179.09 tCO<sub>2</sub>e**

#### Combined Total Emissions - Location-Based (tCO<sub>2</sub>e)



#### Combined Total Emissions - Market-Based (tCO<sub>2</sub>e)



We became the first commercial laundry operation in the UK to achieve independently verified carbon neutrality certification under ISO 14068-1 and ISO 14064-1 standards — **15 years ahead of schedule.**

**Carbon Neutral Britain**

*Christina Willoughby*  
CHRISTINA WILLOUGHBY  
Credits Officer

*James Poynter*  
JAMES POYNTER  
Director

Certificate of Credit Retirement  
IS PRESENTED TO

**Aberdeen Laundry Services Limited**

**1800.00 Tonnes CO<sub>2</sub>e Emissions Offset**

via the Climate Fund™ Portfolio of verified carbon offsetting projects around the world

Batch Serial #: 9105-0026-006860-V1CB-V101-000-V1CB-CES-413-006469485648321

**IN THE MONTH OF AUGUST 2025**

Certificate No: SCN2 - 03722

\*Credits based from one or more of the International Carbon Offsetting standards.

## Biodiversity

As the UK's first ISO 14068-1 certified carbon neutral commercial laundry, we are deeply committed to environmental stewardship across our four Scottish facilities. Our comprehensive approach to biodiversity and natural resource protection reflects our dedication to operating responsibly whilst delivering excellence in commercial textile services.

### Our Carbon Neutrality Journey

We have partnered with Carbon Neutral Britain to offset all operational emissions through internationally certified projects (CER, VCS, Gold Standard). We are committed to reducing water consumption by 25% and carbon intensity by 30% by 2030, achieving Net Zero by 2040, and eliminating microplastic discharge through advanced filtration systems.

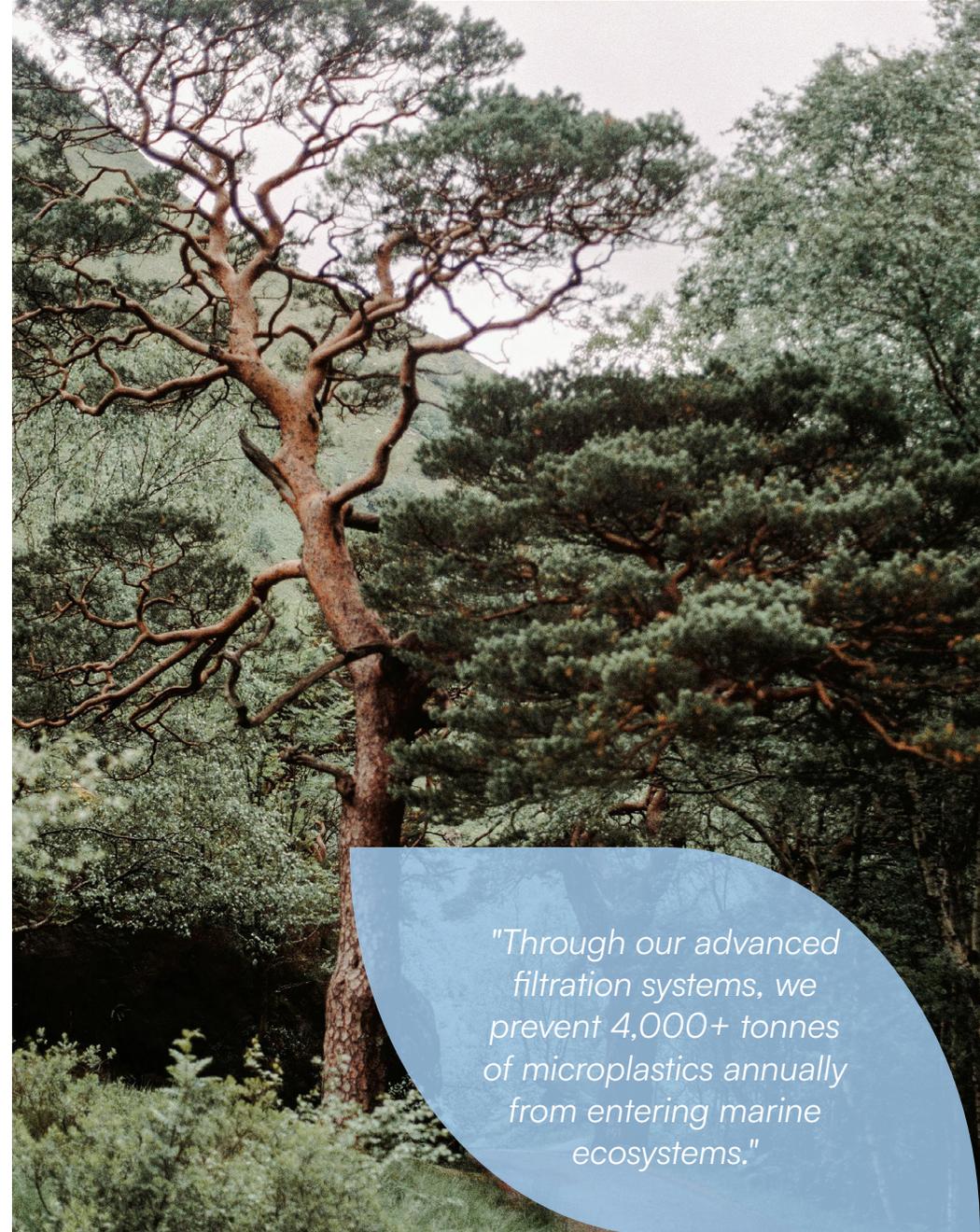
### Investing in UK Biodiversity

We dedicate a minimum 10% of our offset budget to UK biodiversity projects through Carbon Neutral Britain's Woodland Fund, actively supporting native woodland creation, hay meadow restoration (800+ hectares), and coastal sea kelp recovery. Through our advanced filtration systems, we prevent 4,000+ tonnes of microplastics annually from entering marine ecosystems, whilst our wastewater treatment exceeds Environment Agency standards.

### Our Accountability

We ensure all carbon calculations undergo independent third-party verification by NQA following ISO 14064 standards. Our offset projects are triple-verified through satellite monitoring, AI validation, and independent audits, ensuring permanent carbon sequestration lasting 100+ years. We publish comprehensive sustainability reports annually, maintaining complete transparency in our environmental progress.

This commitment represents our ongoing responsibility to customers, employees, communities, and the natural ecosystems upon which we all depend.



*"Through our advanced filtration systems, we prevent 4,000+ tonnes of microplastics annually from entering marine ecosystems."*

## Resource Efficiency & Waste Management

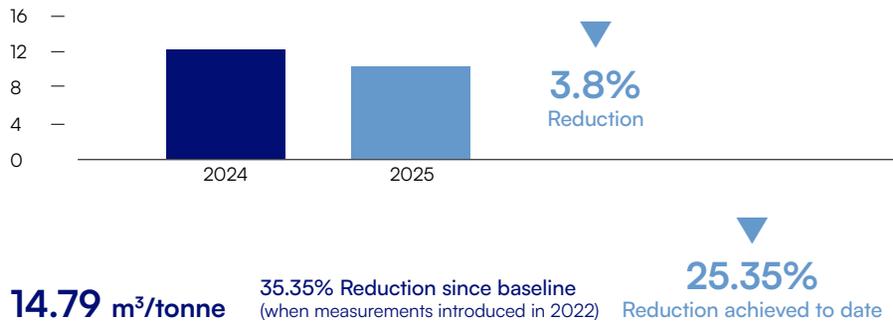
*Year-on-year improvements in energy, water, and waste reduction*

### Water Usage

Water is one of our most critical resources in laundry operations and managing it responsibly is central to our environmental strategy. Through systematic monitoring and targeted conservation initiatives, we've achieved meaningful reductions in water consumption while maintaining the highest standards of hygiene and quality. Our water usage intensity in 2025 was 11.04 m<sup>3</sup> per tonne of laundry processed, down from 11.48 m<sup>3</sup>/tonne in 2024 - a reduction of 3.8%. More significantly, since establishing our baseline measurement in 2022 (14.79 m<sup>3</sup>/tonne), we've reduced water intensity by 25.35% - saving over a quarter of the water we once used for every tonne of laundry processed.

To put this in perspective, processing 1,000 tonnes of laundry now uses 3,750 cubic meters less water than it would have in 2022 - enough to fill approximately 1.5 Olympic-sized swimming pools.

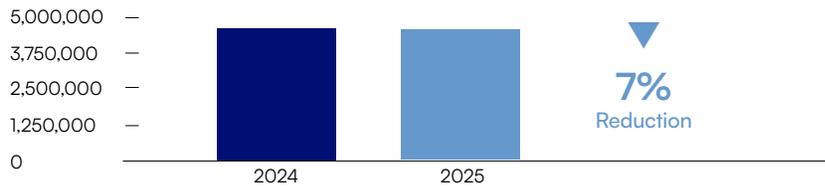
Water Usage Intensity (m<sup>3</sup>/tonne processed)



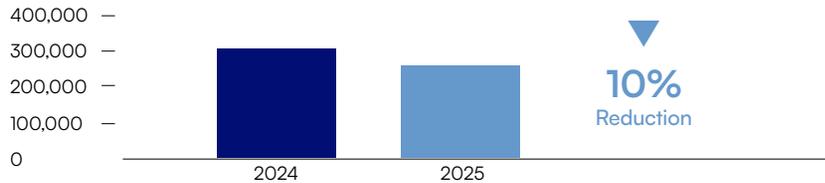
## Utility Consumption

Below is the data breakdown and comparison to last year, in relation to our Utility consumption.

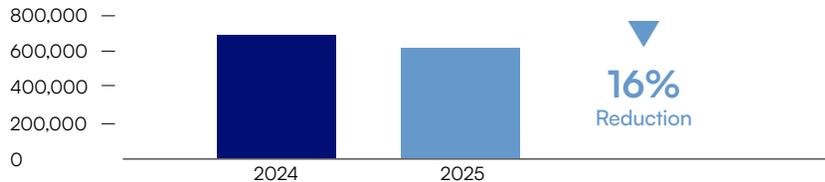
### Natural Gas - kWh



### Grid Electricity - kWh



### Transport Fuel (Diesel) - kWh



## Waste to Landfill

Our initial NetZero target in this area was to reduce our waste to landfill by 80% by 2029. We have achieved nearly 10% above this, four years ahead of schedule.

### Waste to Landfill



Baseline measurement introduced in 2024.

**87.62%** reduction achieved - surpassing the original 80% target four years early.



# Social

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## 2025 Key Achievements

### Continued investment in employee wellbeing

Free access to Unum Help@Hand, offering mental health support, remote GP appointments, 24/7 helpline, and financial guidance.



### Adapted onboarding processes

To better integrate new staff into our culture of shared responsibility we have created new employee handbooks detailing our values and support on offer to them as an employee, alongside structured safety procedures, including a new and improved fire procedure. This ensures that all employees understand opportunities for personal and professional growth, and our broader mission toward Net Zero, community impact, and employee empowerment and safety.



### Updated and introduced policies

Our Sustainable Procurement Policy was created to prioritise sustainable materials and suppliers, and we introduced a Fair Work Policy, reinforcing responsible practices across logistics and staff engagement.



### Developed Linen Hire Good Practice Laundry Guidance

The Linen hire good practice guide was introduced to offer support for clients seeking to reduce their own environmental footprint. In addition, we introduced an Environmental Services Advocacy Policy and regularly promote “Pasha the Pillowcase” to educate staff handling linen.



### Built team and leadership capacity

Ensuring opportunities are available for staff to upskill in ESG areas. In 2025, employees undertook 2071 hrs of training. Training included focused areas such as building awareness among employees on proper waste segregation in collaboration with our waste management company. Members of the leadership team also completed Business Energy Scotland Green Champion Training and Scottish Enterprise’s Net Zero Academy - strengthening internal capabilities for climate leadership, alongside the introduction of a new company-wide training policy.



### Continued Diversity

Our company comprises 58% male and 42% female employees, representing 14 nationalities, with 40% identifying as part of a minority ethnic group. Maintaining and enhancing this diversity as we grow is central to our ESG strategy, and we recognise that representation alone is not enough - inclusion must be actively cultivated.



# Social

Unlike environmental reporting, where established frameworks like ISO 14064-1 provide standardised measurement methodologies, the social dimension of ESG lacks universally recognised reporting standards. To ensure transparency and maintain accountability as a responsible business, we have adopted the United Nations Sustainable Development Goals (SDGs) as our guiding compass for social impact. The SDGs provide a globally recognised framework that helps us set priorities, measure progress, and ensure our social commitments are meaningful and aligned with broader societal objectives.

We have adopted the UN SDG framework fostering a diverse and inclusive workplace where all employees feel valued and respected. We believe that diversity drives innovation and creativity, and this commitment extends beyond our internal operations to the communities we serve and the partners we work with.



“We identified direct positive impacts across eleven Sustainable Development Goals.”







## Our People

### Investing in People and Capability

We invested significantly across all areas of the business, with a particular focus on long-term capability building. We have secured government institution partnerships through UKRI (UK Research and Innovation) funding, including a £350,000 Knowledge Transfer Partnership (2.5 years) with the University of the West of Scotland. Our commitment: £120,000. This provides dedicated academic support, library access, training, labs, and a 30-month research associate position to translate our Net Zero 2040 aspirations into embedded operational practice.

We also offered a three-month internship to an MEng student from the University of Dundee, who contributed to a waste heat recovery project. These collaborations with Higher Education Institutions and government organisations allow us to continuously innovate while providing students with opportunities to build confidence, apply academic knowledge to real-world challenges, and enhance their employability. Looking ahead, members of our leadership team are in discussions with multiple partners to explore the creation of industry apprenticeships - benefiting the wider laundry and textile community by attracting talented individuals and supporting sector-wide growth.

For all employees across the company, we want to ensure they have ample opportunities for upskilling. In 2025, employees undertook 2071 hrs of training. Training this year included focused areas in relation to ESG, such as building awareness among employees on proper waste segregation in collaboration with our waste management company.

Members of the leadership team also completed Business Energy Scotland Green Champion Training

and Scottish Enterprise's Net Zero Academy - strengthening internal capabilities for climate leadership, alongside the introduction of a new company - wide training policy.

We also continue to offer additional benefits to employees which focus on their livelihood and security, including:

- **Mental Health Support** (via Unum Help@Hand)
- **Health Insurance** coverage
- **Death in Service Benefit**

### Fair Work and Employee Wellbeing

Behind every certification and every percentage improvement is our team. As part of our ongoing commitment to the people who make ALS what it is, we are proud to continue to be an Accredited Living Wage Scotland employer. This year, we were invited to support Aberdeenshire Council as part of Challenge Poverty Week - highlighting the benefits of being a supportive and inclusive workplace and the impact it has on people, processes, profits, and above all else, the communities we serve.

We are also proud to have already introduced a 30 Hours Guaranteed Hours with structured shift patterns. In addition to this, we have partnered with Timewise in a three-year research project to explore creating shift patterns that support wellbeing, financial security and work-life balance in an industry that fluctuates in demand through seasonality of the clients we serve.

We also ensure we work in line with our fair work policy as a key social commitment that informs how we enable a fairer workplace.

## Four Pillars for Inclusive Growth

To ensure our commitment to diversity translates into genuine belonging and opportunity, we have identified four key pillars for continued inclusive growth:

- **Enhance Inclusion Programs** - Launching initiatives such as cultural awareness training, mentorship programs, and employee-led groups to support underrepresented communities.
- **Support Gender Equality** - Strengthening policies that support work-life balance, fair progression, and equal representation across all levels.
- **Focus on Frontline Development** - Ensuring our largest employee group - Laundry and Production Operatives - are not left behind, with increased access to training, progression, and leadership development pathways.
- **Representation in Leadership** - Continuing to ensure our leadership and senior management reflect the rich diversity of our overall workforce.

A happier, more secure workforce delivers cleaner, more careful work, better service, and greater consistency for our clients. Our investment in fair work practices, employee wellbeing, and inclusive culture is not simply the right thing to do - it strengthens our operational excellence and builds long-term resilience. When people feel valued, heard, and supported, they bring their best selves to work. And that benefits everyone.

### Enhance Inclusion Programs

Launching initiatives such as cultural awareness training, mentorship programs, and employee-led groups to support underrepresented communities.



### Support Gender Equality

Strengthening policies that support work-life balance, fair progression, and equal representation across all levels.



### Focus on Frontline Development

Ensuring our largest employee group - Laundry and Production Operatives - are not left behind, with increased access to training, progression, and leadership development pathways.



### Representation in Leadership

Continuing to ensure our leadership and senior management reflect the rich diversity of our overall workforce.



## Our Community

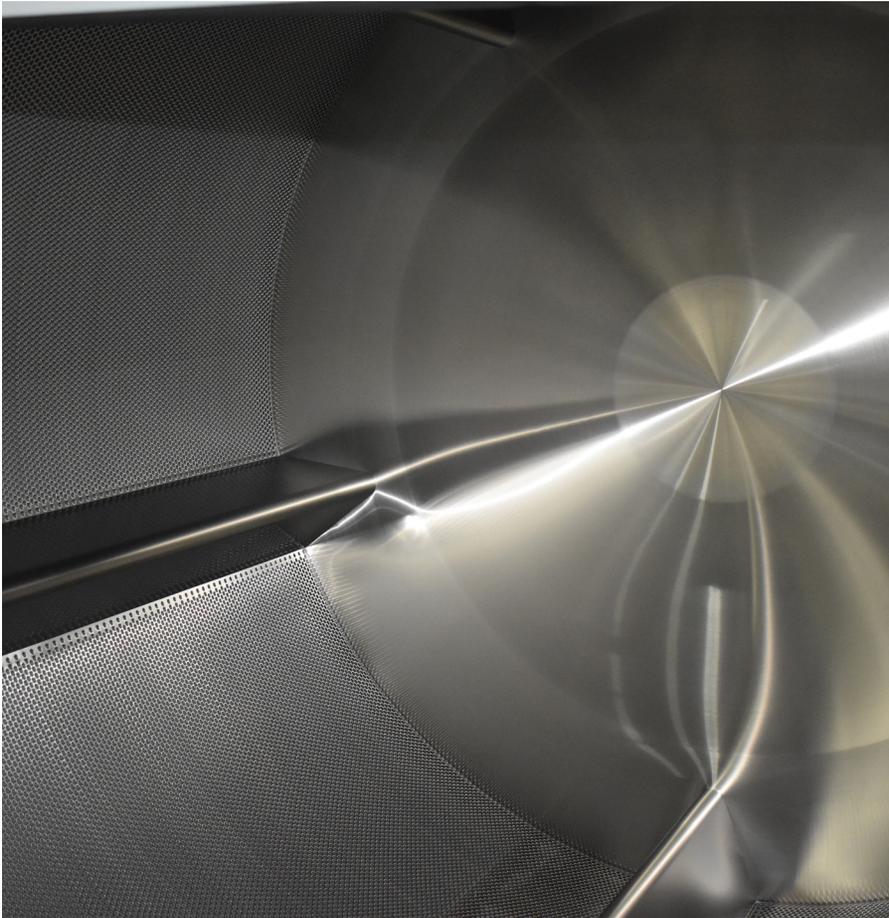
This year, Aberdeen Laundry Services strengthened its commitment to supporting the communities we serve through meaningful financial, practical, and social impact. We were proud to provide **£750 in monetary support to the Fashion & Textiles Children’s Trust**, helping children whose families work within our industry. Our ongoing partnership with **Homeless Project Scotland** enabled us to supply linens used to make **12,045 beds**, representing **£60,947 in nonmonetary support** and delivering an estimated **social value of £602,250** to some of the most vulnerable people in our society. We continued to champion young talent at **Northfield Academy** through sponsorship of the **Applications of Mathematics Award**, recognising the importance of education and opportunity in shaping future careers. Alongside this, our Aberdeen team continued their hands-on environmental efforts, taking part in local **beach cleanups** to help protect and enhance our coastal spaces. Together, these initiatives reflect our ongoing dedication to community wellbeing and responsible citizenship.

In addition to our direct community engagement, we continue to strengthen the local economy and invest in responsible, future-focused practices. **90% of our supplier enterprises (277 of 306) are local businesses**, reflecting our commitment to regional growth, with **£2.9 million representing 65% of our total £4.5 million annual procurement spend invested directly into local partners**. Our responsibility extends beyond operational excellence; through Scotland’s Social Enterprise Strategy, we uphold the **Buy Social Scotland Pledge**, recognising the importance of **fair work**, reducing **environmental impact**, supporting **social enterprises**, ensuring **prompt payment**, and measuring **positive social value** across our activities. These commitments, alongside our new Community Benefits Plan reinforce our belief that strong, collaborative, and ethical partnerships are essential to building thriving, sustainable communities.



*“90% of our supplier enterprises (277 of 306) are local businesses.”*

## Research & Development



Aberdeen Laundry Services continues to invest in research and innovation to accelerate efficiency, sustainability, and future readiness across our operations. **2025 marked the beginning of our Knowledge Transfer Partnership (KTP) with the University of the West of Scotland (UWS)** a significant step in exploring how digital technologies can transform the laundry process. While our core equipment has remained largely unchanged over the years, we have continually adapted our processes, adopting **green energy solutions such as solar power** and trialling **alternative cleaning chemistries, including ozone**, to enhance both performance and environmental responsibility.

Through this KTP, we are examining the potential to integrate digital tools that improve reporting, automation, and optimisation across various stages of the laundry workflow, as well as assessing the feasibility of new energy efficient equipment. The interface project provides essential early stage scoping to shape future innovation pathways, including potential applications for extended KTP programmes or **Innovate UK funding** to support broader sector transformation.

Our approach is grounded in a multi stage retrofit strategy. The first stage involves a comprehensive analysis of our current process design, operational controls, and system management to identify bottlenecks that limit efficiency and increase energy consumption. Building on this, the project will propose feasible technological integrations and system level optimisations ranging from enhanced monitoring and redesign of key units to introducing new configurations that are compatible with on site practical constraints.

This work is strengthened by our additional partnerships with the **University of Dundee** and **Interface**, supporting detailed **process mapping** across all existing operations. This includes profiling energy consumption at each stage and at each site to identify where meaningful efficiencies can be gained. Together, these initiatives form a critical foundation for the innovation required to progress our **Net Zero 2040 plan**, while contributing valuable insight for wider industry improvement.

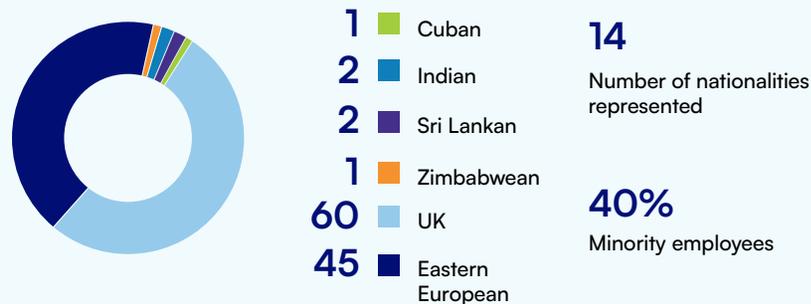
### Gender Split 2025



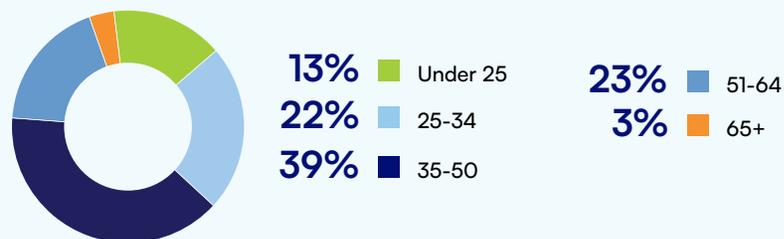
### Leadership Gender Split:



### Ethnic Diversity 2025



### Age Distribution



## Our Workforce Diversity

Our 2025 workforce composition shows 42% female (53 employees) and 58% male (74 employees), representing a shift from our 2024 figures of 50.6% female and 49.4% male. This 8.6 percentage point decrease in female representation reflects recruitment patterns during a period of significant organisational change and growth.

The primary driver of this shift was recruitment within our engineering department, which received significantly higher application rates from male candidates. This highlights a broader industry challenge: attracting women into STEM and technical roles remains difficult despite our commitment to inclusive hiring practices.

### Our Response

We recognise that maintaining gender balance requires proactive effort, particularly when expanding technical teams. Moving forward, we are committed to:

- **Enhanced job promotion** that better showcases the full breadth of opportunities at ALS across all departments, emphasising our inclusive culture and career development pathways.
- **Recruitment practice review** to ensure our job descriptions, advertising channels, and selection processes actively encourage applications from underrepresented groups.
- **Visible role models** by highlighting the women already thriving in technical and leadership positions within our company.

We remain committed to building a workforce that reflects the diversity of the communities we serve, and we recognise that achieving gender balance—particularly in traditionally male-dominated sectors like engineering—requires sustained, intentional effort.

# Governance

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# Our Values

ALS's achievements to date represent the culmination of years of incremental progress guided by four core company values:

## Integrity:

We conduct ourselves with honesty, transparency, and accountability, building trust with our clients and stakeholders through ethical practices.

## Innovation:

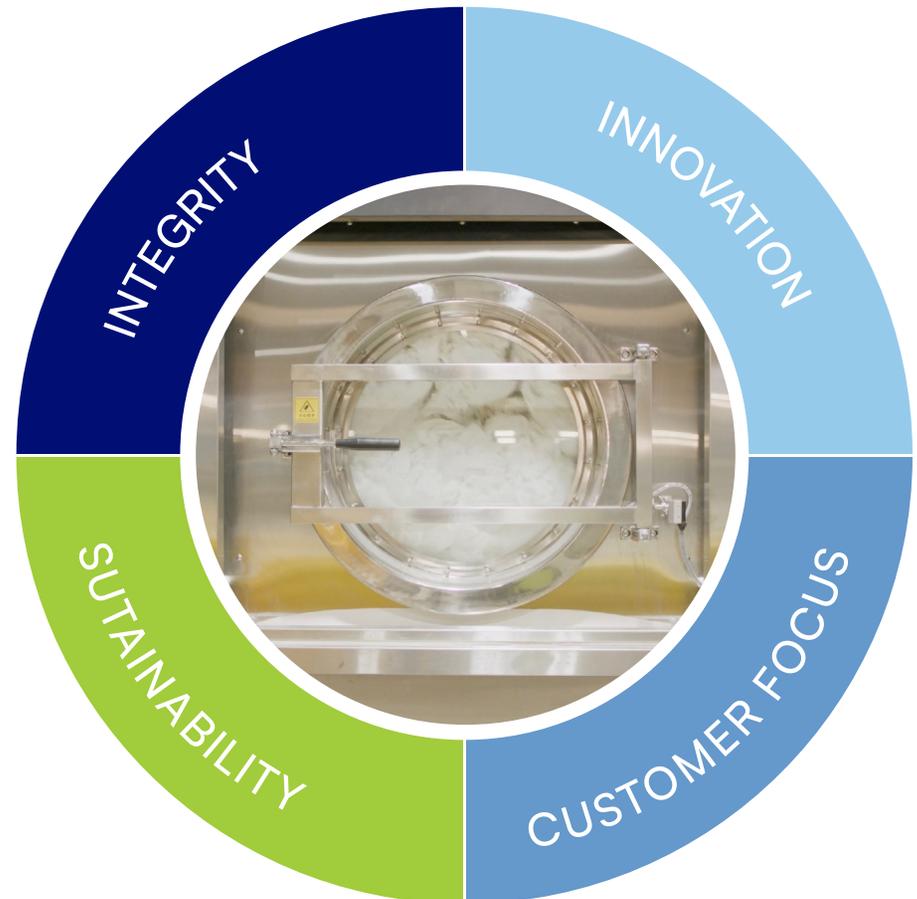
We embrace innovation to stay ahead of the curve and continuously improve our processes, technologies, and solutions to better serve our clients and community.

## Customer Focus:

We prioritise the needs and satisfaction of our clients, delivering tailored solutions and exceptional service to exceed their expectations.

## Sustainability:

We are dedicated to minimising our environmental footprint by adopting sustainable practices throughout our operations to protect our planet for future generations.



## Our Governance Approach

Our values are the fundamental principles, beliefs, and ethical guidelines that we, as a company, use to shape our culture, guide our decisions, and direct our actions in interactions with employees, customers, suppliers, communities and investors.

This year, we strengthened our governance framework by introducing multiple new environmental and social policies, alongside introducing a carbon management plan and updating our NetZero 2040 plan.

### Ethics and Compliance Measures

To ensure accountability and oversight of these commitments, the leadership appointed a group technical and governance manager who sits at the leadership table. This role is responsible for overseeing governance, ensuring compliance with our environmental and social policies, monitoring progress against our targets annually, and embedding sustainable practices across all operations.

We prioritise transparency and integrity in all business operations, fostering a culture of ethical behaviour and accountability.

### The Leadership Team

The Leadership Team is comprised of individuals from various areas across the business, ensuring diverse representation and perspective in strategic decision - making. This team guides the overall direction of the company, making key decisions that align with our values of Integrity, Innovation, Customer Focus, and Sustainability. While they hold ultimate responsibility for business strategy and direction, the Leadership Team operates within our flat organisational structure, recognising that their role is to facilitate and enable success across all interconnected areas of the business. They ensure that every area of the business has the support and resources needed to thrive and contribute to our collective mission.



## Our Leadership Team



**Steven  
Burnett**

Group Marketing  
& Stakeholder  
Manager



**Karina  
Praciack**

Group  
Production &  
Procurement  
Manager



**Lynn  
Taylor**

HR & Finance  
Manager



**Jacek  
Lewandowski**

Group Health &  
Safety Operations  
Manager



**George  
Young**

Group Technical  
& Governance  
Manager

Our organisation operates as an interconnected ecosystem where every area of business is equally vital to our success. Rather than a traditional hierarchy, we've designed a flat structure that recognises how each function flows into and supports the others.

While we have a leadership team - comprised of individuals from across the business who guide strategic direction - no single area holds greater importance. Each area both contributes to and draws from the others, creating a streamlined, collaborative approach to delivering on our company values and ensuring profitability. Our business model reflects our belief that sustainable success comes from recognising that every function - whether it's generating income, developing products, caring for our people, or managing our resources- is essential to the whole.



## Materiality Assessment

In 2025, Aberdeen Laundry Services Limited undertook a comprehensive materiality assessment to identify and prioritise the social, economic, and environmental topics of greatest significance to our business and stakeholders. As the UK's first commercial laundry to achieve ISO 14068-1 Carbon Neutral certification, we recognise that maintaining leadership in sustainability requires a rigorous, evidence-based understanding of where our impacts and opportunities lie. Conducted in alignment with KPMG's Global Materiality Assessment Framework and the Global Reporting Initiative (GRI) principles, the process followed a structured seven-phase methodology encompassing stakeholder engagement, financial analysis, and strategic review. An initial long list of 66 potential topics across eight strategic categories was evaluated through structured interviews with internal stakeholders, an all-employee survey achieving a 70% response rate, and feedback from key customers representing 60% of revenue.

This rigorous process identified 11 material topics exceeding our materiality threshold, spanning operational efficiency, environmental and regulatory compliance, workforce and labour management, financial resilience, and customer relationships. Notably, environmental performance - including energy efficiency, carbon emissions, and regulatory compliance - featured prominently among our highest-significance topics, reinforcing the strategic importance of our carbon-neutral commitment and our ongoing investment in modernisation and sustainable operations.

A further 29 topics were placed on a monitoring list for quarterly review, ensuring emerging risks and opportunities are captured as they develop. The assessment has been validated by senior management and integrated into our enterprise risk management, strategic planning, capital allocation, and performance management processes, ensuring that our carbon-neutral credentials are underpinned by a robust framework for continuous environmental improvement. A formal reassessment is planned for 2026.

# Looking Ahead

As we move into 2026, we're not resting on our achievements. Our commitments include:

## Maintain

Transparent reporting and stakeholder engagement to maintain accountability

---

## Continued progress

toward SBTi-aligned targets

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## Maintaining carbon neutrality

while continuing to reduce absolute emissions. This includes:

- Reducing 23.1% of absolute GHG emission of Scope 1 by 2030, from a 2020 base year.
  - From 2025 onward, exclusively use REGO-certified electricity to address and reduce its Scope 2 emissions.
  - Investing in carbon removal solutions and offset technologies.
  - Reducing Scope 3 emissions by sourcing all relevant products exclusively from verified carbon-neutral suppliers, once a dependable supply network is in place, to address emissions currently outside our operational control.
- 

## Solar integration

across all facilities

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## 100% green fleet

by 2040

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## Development of a Site Health Index

for more granular environmental impact reporting

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## Expanded community engagement programmes

and exploration of industry apprenticeship opportunities

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## Integration of sustainability

across all operations and supply chains

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# Thank you

Thank you to our partners, suppliers, investors, and local organisations who collaborate with us to make a difference. Your shared commitment to high standards, sustainability, and ethical practice strengthens everything we do.

And thank you to the communities we serve - in Aberdeen, across Scotland, and beyond. Your trust and support remind us every day why this work matters.

Because of you, we're not just cleaning linen - we're demonstrating what a responsible full-service textile business looks like. We're proving that a Scottish-based company with national reach can lead with purpose, deliver exceptional service, and create lasting positive impact for people, planet, and prosperity.

**Here's to another year of growth, impact, and great service-together.**



# aberdeen Laundry services

If you are interested in understanding more about our policies or have any questions regarding this report, please email [marketing@aberdeenls.co.uk](mailto:marketing@aberdeenls.co.uk)

Number: 01224 941 360

E-mail: [enquiries@aberdeenls.co.uk](mailto:enquiries@aberdeenls.co.uk)

[www.aberdeenls.co.uk](http://www.aberdeenls.co.uk)



## Mugiemoss Site

Spires Business Unit,  
Unit 1 Mugiemoss Road,  
Bucksburn, Aberdeen, AB21 9NY

## Byron Site

13 Byron Square,  
Northfield, Aberdeen, AB16 7LL

## Keith Site

1 Balloch Road,  
Keith, AB55 5HL

## East Kilbride Site

32 Carron Place, Kelvin Industrial Estate,  
East Kilbride, G75 0YL

