



Mayflower Washroom Solutions Social Value

2025/26





Mayflower Washroom Solutions Expertise

Mayflower Washroom Solutions is a market leader in washroom hygiene and consumable provision, with **over 25 years' experience** of service delivery nationally. Our four defined divisions offer our clients the complete solutions to managed services, from one source.

- Our **consumable division** offers a range of washroom consumables including paper, polythene, soap, chemical & janitorials.
- Our **washroom division** offers rented washroom services, including feminine hygiene, nappy disposal, vending, air care, & entrance matting; all self-delivered nationally.
- Our **laundry division** offers a bespoke delivery and collection service for laundered items to include roller and bath towels, tea towels, bed and table linen.
- Our **machinery division** offers a complete range of cleaning machinery to suit any environment, including, vacuums, buffers, scrubber driers, ride-ons, wet vacuums and carpet cleaning machines.



Our Purpose & Values

Our mission is to improve the lives of people by enhancing business and community spaces with the best value products and services, whilst always respecting the environment.

We want to be the **partner and employer of choice** and every day we demonstrate that people are valued, our planet is respected, and our expertise is unrivalled.



Integrity

We do the right thing for each other, our customers, and the planet.



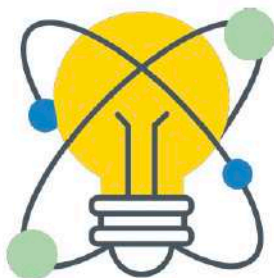
Performance

We strive to deliver an excellent customer experience.



Expertise

We are industry experts, and we share our knowledge.



Innovation

We aren't afraid to try new things to be the best we can be.



Teamwork

We work together and look out for each other.



Ownership

We take responsibility and get stuff done.



Intro to SVP & TOMs

Mayflower Washroom Solutions are dedicated to good work, community, and local economy support, whilst respecting and protecting our environment and planet.

Through our Planet Mark ESG report, we're able to measure our social value impact through the Social Value Portal (SVP). This allows us to identify the impact of our social value initiatives, whilst highlighting gaps and areas for improvement. For our previous reporting year, we delivered **over £16,900,000** of social value! Being able to quantify our social value really showcases our dedication.

Our social value is measured using the UK's leading framework, **TOMs (Themes, Outcomes, Measures)**. Split into four categories of:

WORK

COMMUNITY

ECONOMY

PLANET

Within these categories, there are multiple subcategories, with different units of measurement to provide a quantifiable social value impact. A **good social value plan** will include initiatives that target all four categories, ensuring a well-rounded and effective social impact.



2025 Social Value TOMs Category: Work

1.0 Diverse and Inclusive Workforce



Our 2025 report marks the first year of tracking gender and ethnicity. We're proud to have a diverse workforce, but it's clear we need to work on how this is logged, and how we can encourage our workforce to update their information on our "YES" employee self-service portal.

Ethnicity	Headcount	%
Asian or Asian British	1	0.6%
Black or Black British	16	9.0%
Mixed	2	1.1%
Other Ethnic Groups	1	0.6%
White	75	42.4%
Not disclosed	82	46.3%
Grand Total	177	100.0%

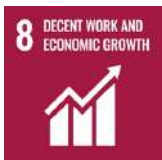
Gender	Headcount	%
Female	31	17.5%
Male	146	82.5%
Grand Total	177	100.0%

Gender (Mayflower Management)	Headcount	%
Female	8	30.8%
Male	18	69.2%
Grand Total	26	100.0%

1.0 Diverse and Inclusive Workforce

Whilst the washroom and consumable industry attract a predominantly male workforce, it is clear we can do more to decrease gender disparity, which will impact our social value plan for FY2027.

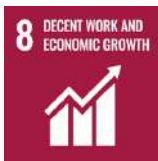
1.1 Local employment and retention rate



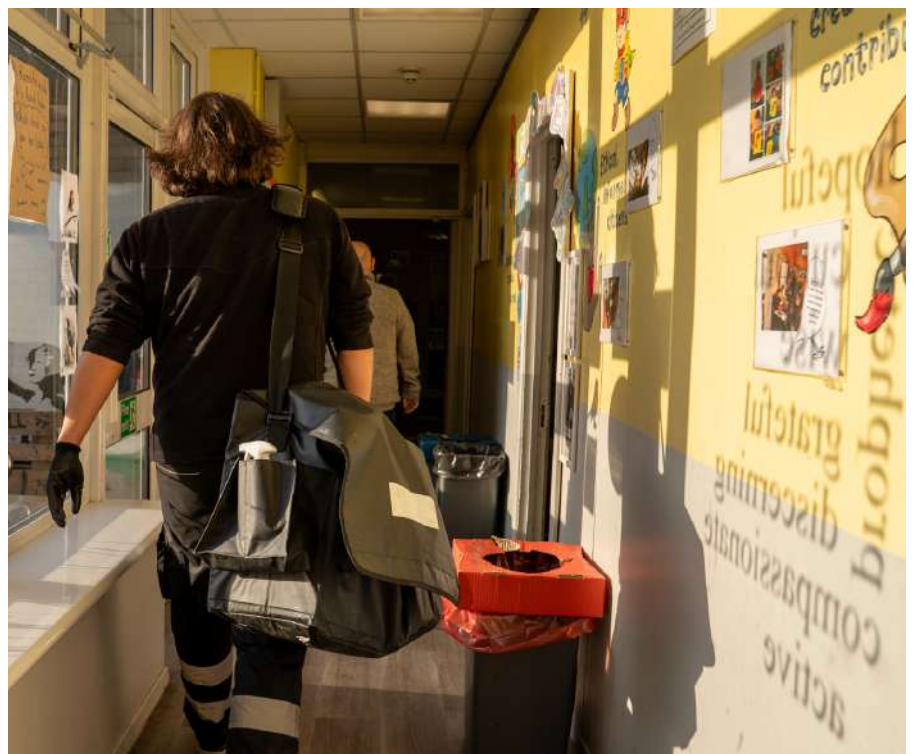
For our financial reporting period July25-June26, we're proud to have a stability index of **79.1%**. This shows a good mix of retaining trained and knowledgeable people, whilst onboarding new starters with fresh ideas and outlooks.

Of available data (39% of workforce), **69%** of staff live within **10 miles** of their workplace. Employing locally supports the local community, towns, and economy. This year, we want to collect more data on our workforces' commute details to gather a complete picture of local employment provided.

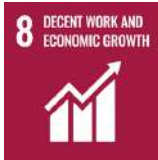
1.2 Apprenticeships



In 2025, Mayflower provided apprenticeship training to **4 members** of our workforce. Focusing on **level 3 and 5 apprenticeships** that upskill our workforce and show our dedication to continuous development training for progression opportunities within our team.

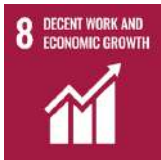


1.3 Training



All employees have access to optional in addition to mandatory training courses through our ULearn platform. As well as our compulsory training, which is renewed periodically, employees can choose to access hundreds of courses that help them to upskill in their role. In 2025, **91 hours of optional training** and **589 hours of mandatory training** were completed across our workforce. In the coming years, we want to promote this great resource and encourage more employees to train in areas they feel improvement could be made or where interest lies.

1.4 Engagement survey



Through our engagement survey, we have gained insightful employee feedback on improvement areas, and what we're doing well as an employer. We had a **completion rate of 78% last year** and have utilised the feedback to make changes to the engagement survey this year for more open text feedback fields.

1.5 Women in leadership



Last year, the group **Women in Leadership programme** was attended by a Mayflower employee. The programme is designed to provide the skills and confidence to take on leadership roles, creating a better gender balance in the industry. We hope this year to have another female representative from Mayflower for the programme.

1.6 Mental health awareness through Health Assured Wisdom



Mayflower are acutely aware of the importance of supporting employee wellbeing and mental health to equip our people with the tools to support themselves and others in times of need. We want to ensure Mayflower is a good place to work by supporting our people when they need it. Through the Health Assured Wisdom app everyone can **access support wherever they are, 24/7**. The Health Assured Wisdom platform can be used to access and utilise all types and degrees of professional wellbeing support.

health  assured

2025 Social Value TOMs Category: Community

2.0 BOG Standard



Mayflower understands the importance of being able to **dispose with dignity** for women and men. In the UK, **1 in 4 black men** and **1 in 8 white men** are impacted by prostate cancer. For many, having provisions in male bathrooms provides the confidence to return to normal life. We're proud to support this cause by providing male incontinence bins for workplaces and hospitality, with education and awareness around the importance of supporting those impacted by prostate cancer.



Some of our
charitable donations

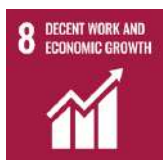


Mayflower supports **local charities and social enterprises** wherever possible, as well as our customers' social value initiatives and causes. Below are just some of the causes we have supported through volunteering and donations across the year:



2025 Social Value TOMs Category: Economy

3.0 Supporting UK business



We're **proud to support UK manufacturing** and the local supply of consumable products across our industry sectors.

With nearly all of our supply chain **based within the UK**, we actively invest in UK businesses and help strengthen the local economy while ensuring reliable stock availability and consistent delivery performance for our customers.

By **sourcing locally**, we can reduce transportation distances and associated emissions, helping to create a more sustainable supply chain. Equally important, our close partnerships with UK manufacturers and suppliers enable us to build strong, long-term relationships that deliver quality, dependability and flexibility.

Choosing a predominantly UK-based supply chain is not only **good for business**, it's **good for our communities, our environment** and the **future of UK manufacturing**.



3.1 Social Enterprise



Mayflower is proud to support social enterprise businesses and understands the importance and growing demand to see such a presence in our product offerings. We're able to offer period and soap products from social enterprises supporting people with disabilities into work and providing product for those most in need. **Below are some of our supply chain social enterprise businesses and their initiatives:**



Hey Girls – donate 100% of profits to people in need of period products through their buy a pad, donate a pad scheme.



Shetland Soap Co. – supporting people with disabilities into work, creating responsibility for each stage of the manufacturing and shipping process.

Amplify Goods.

Amplify Goods – with their “Purpose Over Profit” promise, they provide work for people with disabilities and those struggling to enter the workforce through skilled apprenticeships.

3.2 Supply Chain Evaluation

This year, we undertook a supply chain evaluation of our top **80% of suppliers**. From this we have gained a better understanding of how our supply chain are committing to environmental and social initiatives and their progress so far. We have also been able to assure compliance across all environmental legislation through this supplier audit. Suppliers will be evaluated on an annual basis going forward and we aim to expand the audit to our top **85% of suppliers next year**.

2025 Social Value TOMs Category: Planet

4.0 Coppermill - Circular Economy



Our dedication to reduce our impact on the planet can be seen through our carefully chosen supply chain. One example is our **upcycling of old, used linen**. Our laundry division sends used linen that can no longer be kept in circulation to **Coppermill, a supplier that upcycles materials into cleaning rags**. These rags are then sold back to us for redistribution amongst our cliental, keeping materials in circulation for longer. In 2025, we sent around **we sent 2.96 tonnes (2,963kg) of used linen** for upcycling into cleaning rags!



4.1 Solupak Water & Plastic Reduction



Through our partnership with **Solupak**, we're able to provide sachet products that reduce carbon emissions through **reduced water weight** of products in transport; **less plastic** needed by utilising reuseable trigger bottles, and sustainable pouch packaging. Prioritising the stock of plastic free cleaning product solutions, that utilise the reuse of **recycled and recyclable trigger bottles** has reduced plastic sold by Mayflower by **48.65 tonnes in one year!**

4.1 Solupak Water & Plastic Reduction

Solupak also contribute towards the **Made Blue Foundation**, helping to provide clean drinking water for all. Since 2014, Made Blue have helped provide more than **24 billion litres of clean drinking water**. In 2025, through our purchase of 165,600 pods, we have contributed toward **165,600 litres of water** – enough to provide **2.26 people water for 10 years**.



4.2 Ripple Africa



Since 2021 we have partnered with **Ripple Africa** to **plant sustainable trees** for firewood and **timber**, and provided cookstoves **to communities in Malawi**. Between May 2025 – April 2026, **we planted 3,510 trees**. The trees' branches can be chopped for sustainable cookstove firewood, **without harming the tree plant**, ensuring continuous growth and continued wood provisions, whilst timber trees are planted and chopped for sustainable community use once maturity has been reached. We're able to provide support for such projects for customers wishing to reduce their emissions associated with the products purchased from Mayflower.



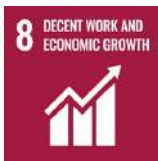
4.3 Scope Boundary Extension



This year marked our first **Planet Mark** submission of full operational boundary categories, including all relevant scope 3. Being able to report on all applicable scope categories will allow us to accurately look at necessary areas of improvement in emission reduction, helping us to deliver on our group **Science Based Targets** and **Planet Mark annual 5% scope 1 and 2** reduction obligations.



4.4 Electric Car Salary Sacrifice Scheme



To help **reduce business emissions** associated with commuting, and help employees make more sustainable decisions in their personal lives, we have introduced an **electric car salary sacrifice scheme**. This helps afford a sustainable mode of transport to work, whilst impacting our local community with fewer combustion engines on the road.

4.5 Recycled Plastic Packaging



Our chosen suppliers for additional packaging such as shrink wrap and pallet protectors all contain **recycled plastic of at least 30%**. We want to reduce our reliance on single use plastic, and **minimise our impact on the environment**, whilst ensuring the service our customers receive remains undisturbed.

4.6 Hygiene Waste Incineration



Our hygiene waste service is **~95% landfill avoidant**. By prioritising sustainable business partners, we're able to ensure most waste is sent for incineration, using the energy produced to send back to the grid to **help meet ever growing consumption demands**.



- Being able to quantify our social value really showcases our dedication.

The Financial Year Ahead

Mayflower's financial year ends in June, creating an opportunity halfway through the calendar year to implement an updated social value plan.

We're proud of all that we have achieved so far and will continue to donate and support these, through customer and supply chain partnerships and causes most important to us. But, we are still able to improve, working on areas of Sustainable Development Goals we haven't yet supported.

As a result of a gap analysis, this financial year we'd like to focus on these additional areas at Mayflower, **ensuring our social value reach is wider** and more inclusive of all areas.

WORK



Workplace Period Care:

Working in the feminine hygiene industry, **we know the importance of period care** provisions to ensure comfort, wellbeing and dignity. Most of our depots provide **free period products for women**, whenever they need it.

To ensure continuous supply, we're introducing mandatory period product provisions, and are making sure someone is responsible for keeping stock. This will also be **monitored to ensure no woman is ever caught short**. Such social value initiatives will be analysed alongside their impact in driving toward a gender equal workforce.

COMMUNITY

Local Support:

Our UK based supply chain supports the local economy, ensuring important UK trade and employment is championed. Even more local to our depots, we have the ability to support those struggling.

This year we will **support local food banks through donations of needed items and monetary donations**. Where toiletry products are needed, we'll be able to support using our expertise, providing stock items.

To **continue supporting our local community**, we'll donate most needed items and monetary sums to charities supporting the homeless. Research shows that such charities often need support with toiletry products, of which we're able to support with. In addition, after our yearly stock take, we will be able to donate product that is not sellable but fit for use to those in the community who need it, reducing waste.

PLANET

Litter Picking:

On **Earth Day, 22nd April 2026**, we took part in a local litter clean up, supported by our suppliers and customers. Our depots are a busy place with deliveries and stock movements, so **it's important we play our part to pick up litter**. Going forward, we'll continue to ensure our local area is clean of litter, minimising our impact on local communities and biodiversity areas such as local rivers and parks.



We're always looking for local opportunities to support.

If you're a customer and have a project you'd like support with, or a local charity or social enterprise, get in touch with us at charlottehurling@mayflowerws.co.uk



mayflowerws.co.uk