

Glowi is a leading provider of private and corporate services, offering housekeeping services, corporate cleaning and human resources solutions (interim workforce and employer branding). Although the business units of the Glowi group are active in very different domains, they all pursue the same goal: to give clients peace of mind and make their homes and business shine. Glowi has 88 offices and more than 10.000 colleagues in Flanders, making people the top priority of our business. Although Glowi has a lot of physical offices, 96% of the workforce are frontline workers.

Our people and our clients know that we want to do things differently and better. We keep looking for innovations to make the workspace a better place for our employees and to fulfil the needs of our clients more efficiently. 'Different & better' will also be our tagline for our future sustainability efforts. Furthermore, as a service provider with a large workforce and business-to-consumer and business-to-business client base, we want to use those efforts not only to reduce our own ecological footprint, but also to create awareness that every individual or organization can contribute to make the world a clean, safe place.

By participating in the Sustainable Consumption Pledge, Glowi commits to the following:



**We pledge to identify and to reduce our greenhouse gas (GHG) emissions.**

We will calculate GHG emitted per year across scopes 1, 2 and 3 and reduce these by 2030. The baseline year will be 2024. Evidently, the first step in this pledge will be to set up a reporting mechanism to calculate the current GHG emissions, based on an internationally recognised science-based methodology and verified by a third-party verifier. While we are undergoing this reporting process, we will set up targets to reduce our GHG emissions, and revise this part of the pledge.

In the meantime, we want to work on the following targets to achieve our future goals:

**Scope 1 & 2:**

- Our company car fleet (currently consisting of 850 vehicles, of which 20 hybrid and 2 electric cars) will be 60% hybrid or electric by 2026.
- As of 2030, no new cars that are purely fuelled by diesel or petrol will be added to our fleet.
- The commuting emissions by our desk employees will be reduced with 50%.

**Scope 3:**

- Reduce the emissions from purchased goods with 50% by setting up a procurement process to select conscious suppliers.

We are committed to add additional objectives and milestones during the course of the Pledge.



**We pledge to improve our environmental performance.**

We will do this by (1) applying for the EU Ecolabel for indoor cleaning services and (2) promoting the EU Ecolabel amongst our clients and our employees.



We created our own cleaning products, the Glowi Goodies. Those products are already certified with the EU Ecolabel. We want to take our certification a step further and make sure that our indoor cleaning services, both business-to-consumer and business-to-business, are operated with reduced environmental impact and with care for the well-being and safety of our employees. With that in mind, we will create a path to gradually apply the EU Ecolabel criteria for indoor cleaning services. The ultimate commitment is to be certified with this EU Ecolabel for indoor cleaning services by 2028.

We will also use our knowledge and position as provider of cleaning services to raise awareness amongst our clients and employees of the environmental impact of cleaning products. We will do this by launching communication campaigns to educate clients about safety (for materials and people) and products and making our employees the ambassadors of our own ecolabeled cleaning products. Glowi has 65.000 business-to-consumer clients. In 2022, 2% used our products. By 2028, we want 10% of our clients to use our products.



#### **We pledge to improve social sustainability across our supply chain.**

As a company working with and for people, we believe it is our corporate responsibility to create a social sustainable work environment. We want to underline this importance by complying to the Ten Principles of the United Nations Global Compact. We also expect our suppliers and partners to comply to those Principles.

Next to this Pledge document, in which we declare to comply to those Principles, we will create a Human Rights Policy and make it available on our website.

We will promote sustainable employment within our own businesses and we will use our position as a B2B service provider to lend a helping hand to companies who want to make their own workforce and work environment more sustainable.

Examples of what we will do to commit to this objective, are:

- Analysing the reasons for staff turnover, in order to reduce our internal turnover with 20% by 2030.
- Yearly reduction of work accidents with 3%.
- Actively offer internship and employment possibilities, and the needed support, to people with disabilities.



#### **We pledge to communicate in a transparent way on our progress.**

We will publish a report on our progress on a yearly basis, according to the guidelines of the Sustainable Consumption Pledge. The report will be available on the website of the European Commission and on our own website. We will communicate transparently about the results of our progress with our workforce, clients and partners in our newsletter, on our social media and on our website.