

OXWASH

SUSTAINABILITY REPORT

Certified



Corporation



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INTRODUCTION

2022 moved us closer to our mission to eliminate the impact of washing on the planet and people. In this report, we fully disclose Oxwash's greenhouse gas emissions, celebrate our B Corp certification and science-based net-zero targets, as well as share our ambitious commitments for the future.

Message from our Founder

-

How much do clean clothes cost the Planet?

-

2022 at a glance

-

The first B Corp laundry

Message from our Founder

2022 has been a big year for Oxwash, full of adventures and challenges. Despite the continued global turbulence, the growing Oxwash team and our community have achieved some incredible work, making tangible progress towards our vision - to permanently eliminate the impact of washing on our planet and us.

As we continue to build on our commitment, we are extremely proud of the milestones we achieved in 2022. We became the first laundry (and wet cleaning) company in the world to be a certified B Corp, we have set science-based net-zero targets and, fully disclosed and removed all of our greenhouse gas emissions from 2021. We have also made a quantum leap in how we operate, critically, by commencing the build of Big Blue- our next-generation washing facility which will have a net-zero end-to-end process (another world first!).

In this report, we share our commitments to the Planet and its people for the years to come, so we can be held accountable for designing an excellent laundry service with a clean footprint.



Kyle

CEO

How much do clean clothes cost the planet?

The impact of the textile cleaning industry on the planet has long been a black box. We know it is damaging but the extent to which is unknown. [A recent study](#) commissioned by Oxwash sets out to quantify this impact, starting with the European and the United States markets.

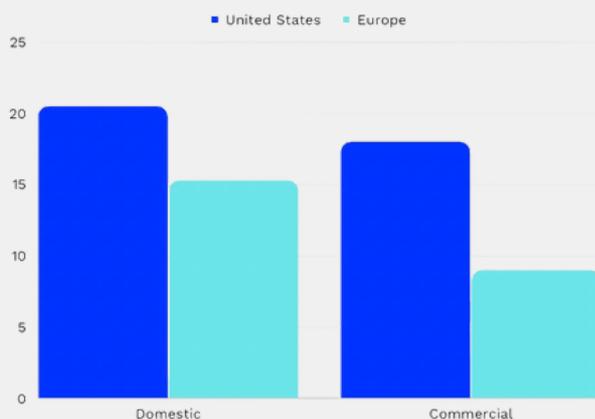
The paper sheds light on the significant greenhouse gas emissions coming from heating water and drying textiles. In Europe alone, washing clothes at home is estimated to contribute to 15.3 megatons of CO₂e - the equivalent footprint of around one million flights going in and out of the UK**. Commercial laundry is even more emission-intensive: despite significantly lower volumes than washing at home, its footprint reaches 8.8 megatons of CO₂e - equivalent to 1% of all industrial carbon emissions in Europe. This may seem small but is growing exponentially over time. Beyond emissions, washing garments also requires high quantities of water, polluting wastewater with microplastics and potentially toxic chemicals.

Though this data spotlights laundry's active contribution to the climate crisis, the good news is that this can be changed. That is why Oxwash is exploring new technology to transcend the laundry industry beyond gas, water waste and pollution.



Annual emissions from laundry

*megatons of CO₂e



214 billion litres

of water is used for commercial laundry in Europe, enough water in a year for every single person in the UK to have 40 baths

2000 trillion

of microfibers are emitted from European commercial laundry into our oceans, which is linked to negative impacts on ocean fauna

Doing things differently

The wet cleaning way

Saving CO2e by washing at lower temperatures and using ozone supersaturation for disinfection

Reducing toxicity by using gentle biodegradable detergents - which do a great job even on items labelled 'dry cleaning'!

Using less water in our state-of-the-art machines and reclaiming water to reuse



Deliveries on electric cargo bikes and vans

Capturing microfibers with our PlanetCare filters

Fair pay to all employees

Nurturing healthy working conditions

2022 at a glance

B Corp

First laundry to be certified

Net-zero targets*

validated by the Science Based Targets initiative



Carbon neutral

135 tonnes of carbon removed to match all of our 2021 emissions

UN Global

Compact Signatory
and participant of the UN SDG Accelerator



New wellbeing benefits

Helping our 100+ employees thrive

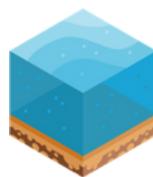
Big Blue to open

Our new net-zero facility: on track for 2023



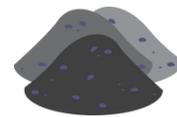
139 tonnes

of CO₂e spared**,
equivalent to emissions of
1240 flights
from London to Paris



4,600 m³

of drinking water
saved***, enough to fill
57,400 baths



1 billion

of microplastics captured***, a
similar weight to
100 plastic bottles

*Our targets are to become net-zero by 2025 in scopes 1 and 2, and by 2028 across all scopes.

** Savings in scopes 1 and 2 compared to the industry average including the use of owned 3-tonne diesel vans; scope 3 emissions are not included in the comparison due to lack of public data; see our full emissions disclosed in the Planet x Climate section.

*** See the Water and Microplastics section for more details

The first B Corp laundry

We achieved a 94.8 score

In 2022, Oxwash became a certified B Corp, joining over 4000 companies across the world aiming to transform the global economy and create businesses which benefit both people and the planet. Oxwash spent over a year going through an independent set of rigorous assessments to quantify our holistic impact in the world: on communities, customers, employees and the environment. To become a B Corp companies must achieve a minimum score of 80 points. Oxwash is proud to have achieved a score of 94.8 making us part of a community of leaders who drive positive change through collaboration and through role modelling best practices.

This journey does not end with being recognised as a B Corp, however; we want to continue improving. We have embedded B Corp principles and standards throughout our business, and we use the impact areas in the B Impact Assessment to structure our sustainability roadmap.



PLANET

The climate crisis disrupts food and water supplies, habitats and livelihoods. The scientific community has warned us; our failure to reduce our greenhouse gas emissions could lead to a temperature increase of more than 3°C this century - a point of no return in our efforts to preserve the health of our planet.

At Oxwash, our response to the climate crisis is guided by our core values - excellence, integrity and innovation. Our mission is to eliminate the impact of textile cleaning; we will do this through accelerated efforts on four environmental issues:

Climate

-

Water

-

Biodiversity

-

Waste



Understanding our emissions

To decarbonise laundry, we must first understand the sources of our emissions. In 2021, we calculated that we emitted over 120 tonnes of CO₂e* across our whole business and value chain. In 2022, our total emissions increased in line with our growth and we emitted 227 tonnes of CO₂e. Although the number this year is higher in absolute, the actual intensity of how much CO₂e we emit per million of revenue has decreased by 54%. Over half of our emissions come from the gas and electricity we use to power our lagoons. These are our so-called scopes 1 and 2 emissions which we have direct influence and control over in our operations and offices. The other significant source of our emissions is indirect and comes from our supply chain, business travel, waste and water. In 2022, this scope 3 accounted for 47% of our total emissions.

227 tonnes of CO₂e emitted in 2022

Scope 1

Direct emissions from our gas and electric vehicles

47%

of our total emissions
106,8 tonnes of CO₂e

541,600 kWh

Gas for heating water and drying burnt in our operations

0 CO₂e

Directly emitted from our electric bikes and vans

Scope 2

indirect emissions from our electricity consumption

6%

of our total emissions
12,9 tonnes of CO₂e

66,900 kWh

non-renewable electricity

167,300 kWh

renewable electricity to power our lagoons

Scope 3

indirect emissions in our value chain, not controlled by us

47%

of our total emissions
107,5 tonnes (t) of CO₂e

42 t CO₂e

Packaging, detergents and services

43 t CO₂e

Business travel and commute

19 t CO₂e

Other energy activities

2 t CO₂e

Water treatment

2 t CO₂e

Equipment and facilities

43 kg CO₂e

Waste

*The 'e' in the end of CO₂e reflects the 'equivalent' global warming potential of other harmful gases such as methane to the impact of carbon

The path to Net-Zero by 2028

As a B Corp, we believe in both, ambitious business growth and absolute emissions reductions. In 2022, we have joined hundreds of companies in setting science-based targets that will take us to net zero across scopes 1 and 2 by 2025, and scope 3 by 2028. The plan is to reduce our CO₂e emissions by 90% or higher, by transitioning to renewable electricity and biogas once it becomes available in all of our lagoons, working closely with our suppliers to support their transformation, and empowering our employees to make carbon-smart choices. There will still very likely be 5% to 10% of emissions that it is not humanly possible to reduce yet, which we will offset (remove) through the most efficient technology available on the market.

Commitment	Achieve by...	SDG
Reach science-based net-zero targets in scopes 1 and 2 and in all scopes 1, 2 and 3	2025 2028	
Increase the percentage of energy use produced from low-impact renewable sources to: 65% 95% 100%	2023 2025 2031	
Be carbon neutral by offsetting (removing) Scope 1 (gas), Scope 2 (non-renewable electricity) and 100% of Scope 3 greenhouse gas emissions	From 2021	
Collaborate with key suppliers to collect data and report on greenhouse gas emissions Reduce GHG emissions in our supply chain by 20% Achieve a carbon-neutral supply chain	2023 2025 2028	

Reducing our emissions



Our future lagoon Big Blue will be powered exclusively by renewable electricity from the launch in 2023



Gradually phase out the use of natural gas and liquified petroleum gas, transitioning to 95% of biogas by 2025



Continue to wash at low temperatures and use ozone gas to kill bacteria instead of high heat, reviewing operational efficiency monthly



Solar panels installed in our Cambridge lagoon in September 2022



Setting targets with our suppliers to reduce emissions in 2023



Smart travel and commute, implementing new sustainable travel policies in 2023



Transition to circular packaging with zero waste to landfill by 2028



Offsetting (or removing) only what we cannot reduce yet, continuing to be carbon neutral from 2021

Durable carbon removal

At Oxwash, we have always been sceptical of conventional carbon offsetting because we believe that businesses, including ourselves, must be held accountable for our environmental impact. Conventional offsets on the market pay others to avoid emitting carbon. This is done by, for instance installing low-energy lightbulbs or cooking stoves or building a wind farm. However, every tonne emitted is still out there in the sky and does not create the immediate changes required to reverse the climate crisis.

This is why we at Oxwash instead have decided to invest in carbon removal technologies. Contrary to carbon offsetting, carbon removal works by completely removing carbon emissions from the atmosphere. In 2022, we permanently removed 135 tonnes of CO₂e emitted by our operations and supply chain in 2021. A recent IPCC report reiterated the urgent need to scale carbon removal, which made us confident in our choice to contribute to the growth of carbon removal technologies. Our carbon neutrality portfolio consists of permanent carbon removal projects including biochar, enhanced weathering and high-tech Direct Air Capture, rigorously vetted by our partner Supercritical to ensure the impact and lack of negative side effects.

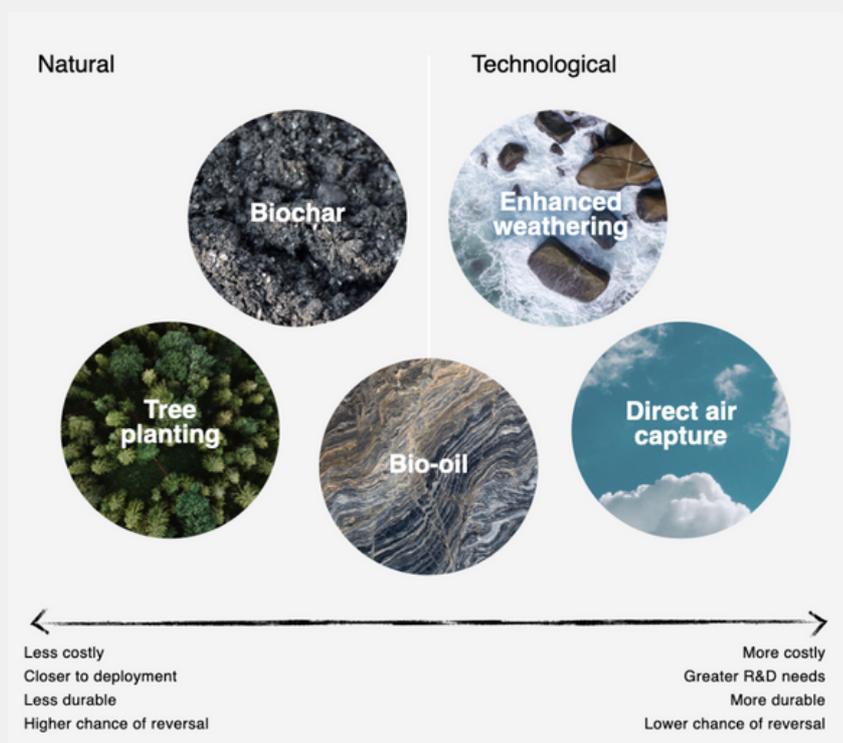
A net-zero target can only be achieved by completely negating the number of greenhouse gases produced. This can only be achieved by reducing the emissions as much as possible and then implementing methods of absorbing any non-reducible carbon dioxide from the atmosphere, such as carbon removals. Carbon offsetting does not achieve net-zero, but only carbon neutrality.

This is to confirm that Oxwash has fully removed its measured footprint with permanent carbon removal offsets.

Michelle You
Michelle You, Co-founder and CEO

135

Total tonnes CO₂e removed*
* based on Oxwash's calculations



The power of data

We are a tech company at heart; crunching data, creating new products, and building our own software to power our sustainable laundries and logistics. In 2022, we expanded our team to improve our data capabilities. One project that the team will be involved in is to automate and personalise impact receipts for our customers, to drive more transparency around the emissions and water consumption of laundry. We have installed electric sensors in our Cambridge lagoon, from a UK-based startup GridDuck, to track the electricity consumption of each machine in real time. Our first results bring a more nuanced understanding of the impact of different types of laundry. For instance, Oxwash's average emissions per kg washed are 0.25* kg of CO₂e, whereas wet cleaning a bag of rental fashion items at Oxwash emits only 0.11** kg of CO₂e per kg washed - 5 orders of magnitude less than the industry average.



Hasan, Data Engineer at Oxwash

Data enables us to analyze compare the efficiency of different washing methods, and identify opportunities for reducing water and emissions. Having accurate and comprehensive data is essential for making informed decisions and developing effective strategies to eliminate the environmental impact of laundry.



Savings of CO₂e per kilo washed

Average Oxwash cycle*



0.25 CO₂e (kg)

saved per kg washed
-compared to the industry average
of 0.50 CO₂e kg per kg washed

Bag of fashion items**



0.11 CO₂e (kg)

saved per kg washed
-compared to the industry average
of 0.50 CO₂e kg per kg washed



This means the environment is spared 1 beef burger worth of CO₂e for every 8-13 kg laundry wash

*Emissions in Scopes 1 and 2 compared to Scopes 1 and 2 of the industry average, including delivery with e-bikes VS 3-tonne diesel vans

** Emissions in Scope 1 and 2 from a siloed experiment of washing, drying and ironing of the item in our Cambridge lagoon

Saving water

Water is a material issue at Oxwash as large volumes are required to wash laundry - a single kilo washed in commercial washer-extractors consume 17-22 litres of water. For example, a pair of jeans weighs approximately 0.65 kg and uses 12.6 litres of water; a set of bedding (2 pillow cases and a double duvet) weighs approximately 1.4 kg and uses 27.3 litres of water.

We have identified the risk of water scarcity as each of our lagoons is located in regions of high water stress. We use advanced technology and modern machinery to meet the challenges related to water scarcity. In 2022, we estimated* to save 4.6 million litres of water across our three sites compared with a typical commercial washing machine - enough to fill 57,400 baths. A big part of these savings was linked to our brilliant water reclamation system in our Oxford lagoon, which uses water from the rinse phase to kick off the next washing cycle. In our next-gen facility, Big Blue, we will use greywater, collected from either rainwater harvesting or a groundwater sump. We will also retrofit the hardware to ensure a closed-loop system and a water recycling rate of at least 80%.



9.4 litres

of drinking water saved,
per kg washed



over 60%

is saved in Oxford via our
water reclamation system

Commitment	Achieve by...	SDG
Implement water conservation and recycling systems in the new Big Blue facility	2024	
Achieve 25% reduction in water consumption intensity relative to financial performance	2024	
Set targets for water consumption reductions across all sites	2023	

*Water savings compared to the traditional washed-extractor consumption (The Water Conservancy, QWC 2006)

Reducing microplastics

When textiles and clothing are washed, they shed microfibers into the air, soil and ocean. These microfibers contain chemicals that have been found at the top of Mount Everest, in the deepest oceans and even in human blood. An average load of laundry releases 700,000 microfibers - around 1.2 grams.

At Oxwash we have partnered with a UK-based startup PlanetCare to ensure all washes with microplastic pollution risk have advanced filtration which captures more than 90% of all the microfiber shed during washing. In 2022, together we estimated that we captured at least one billion microplastics. The used filters are returned to PlanetCare and the captured microfibres are recycled for use in insulation mats. Microfibres shed from our drying process are currently being captured and stored with a view to being used with a partner to produce tools for home construction.



1100 mg

of microplastics per wash are prevented from going into the oceans

1 credit card

worth of plastic captured for every five washes

No toxicity

The laundry and dry cleaning industry has often prioritised getting rid of stain concerns around what they are putting down the drain and back into the ecosystem. Perchloroethylene, the most common dry cleaning solvent known as PERC, is shown by research to be carcinogenic to humans and the waste produced from the dry cleaning process is toxic to all forms of life. Laundry detergents are manufactured using synthetic chemicals and often contain a number of chemicals including chlorine, dyes, fragrances and optical brighteners which can contaminate rivers, lakes and other waterways when washed down the drain. In addition to being toxic, some detergents contain nitrogen and phosphate which can cause algal blooms that starve other organisms of oxygen and sunlight. Wastewater is treated and tested for bacteria and biological organisms to ensure it is safe, but screening methods cannot always identify chemicals found in common detergents.



Responsible chemistry

Our Supplier Code of Conduct screens collaborators on the use of hazardous chemicals: PBTs (persistent, bioaccumulative, and toxic chemicals), CMRs (carcinogens, mutagens, and reproductive toxins) and EDRs (endocrine disruptors or hormone-disrupting chemicals). This is important to ensure suppliers manage the risks and provide safety information on the substances.



Wastewater testing

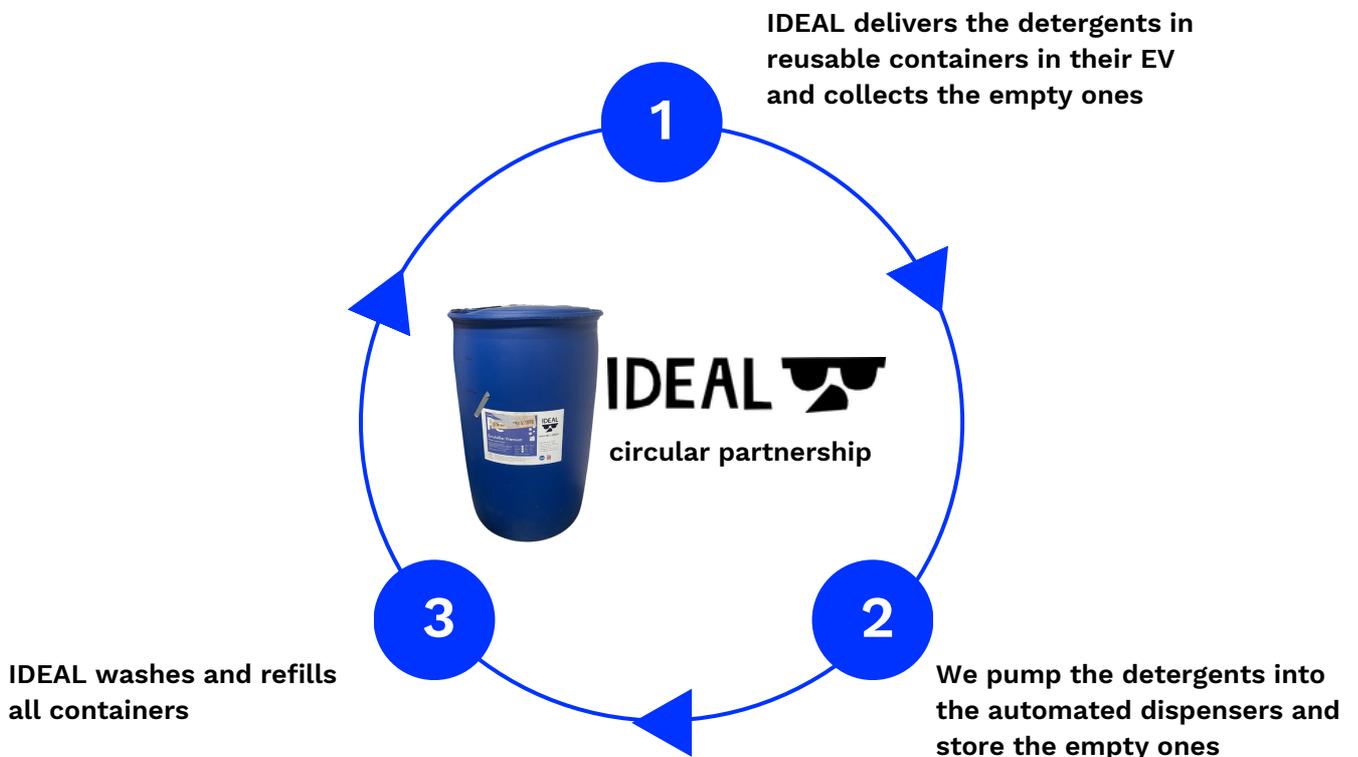
Although Oxwash does not use these hazardous types of chemicals in our processes, we have chosen to test our wastewater to run tests to verify and guarantee that there is no residue of chemicals that may have an effect on biodiversity. We will analyse the results and set targets for our water stewardship by next year.

Circularity

The UK produces 222 million tonnes of waste annually, 23% of which is sent to landfill (Defra, 2020). Although laundry is not the most waste-producing industry, we still use significant amounts of detergents, hangers, and bags for delivering garments.

In 2022, as part of our journey towards becoming a zero-waste laundry, we have launched a circular partnership with our chemistry supplier, IDEAL Manufacturing. All of our detergents are now delivered in large reusable containers that are regularly picked up by their electric van and refilled. We also use their zero-waste FILL products for our offices, purchasing soaps and cleaning products in refillable bottles.

We plan to develop waste-free partnerships with all of our suppliers by 2027. Our Supplier Code of Conduct requires our collaborators to reduce the consumption of natural resources and minimise waste to landfill, co-developing circularity solutions for products and packaging.



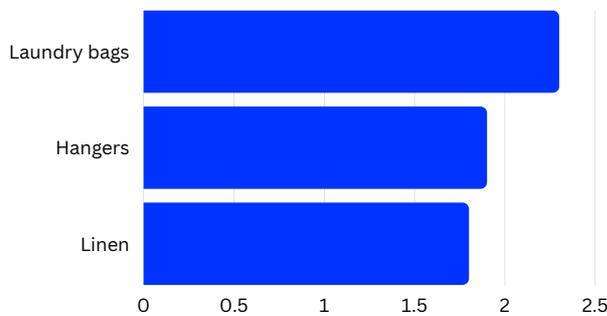
We also use their zero-waste FILL products for our offices, purchasing soaps and cleaning products in refillable bottles.

Reducing operational waste

In 2022, we identified our two biggest waste streams - our recyclable laundry bags and hangers. We are aware of passing on the responsibility to our customers to either return the packaging to us or dispose of it accordingly. That is why implemented a hanger return scheme, encouraging our customers to supply all used hangers back to us through an educational label system. Another large waste stream is rental linen. In 2022, we donated part of the stored rejected linen to our partner, Hermit, that upcycle used cotton into beautiful pyjamas. In 2023, we hope to build more similar circular partnerships.

We measured our waste in our three lagoons sites and estimated that we produced around 2.6 tonnes of waste, 50% of which goes into recycling and 8% into composting. We have set targets to reduce our operational waste and reach zero-to-landfill by 2027. We launched a Zero Hero competition, inviting all of our employees to submit their ideas on how we can reduce waste. As a result, we are now working on establishing recycling champions in each Oxwash lagoon to spread the recycling best practices.

Top 3 waste streams (tonnes)



Our hanger return scheme encourages our customers to send back the used hangers with educational labels

Commitment	Achieve by...	SDG
Improve monitoring and recording of waste production Reduce waste production by 20% Produce zero waste to landfill / ocean	2023 2025 2027	



PEOPLE

Being a responsible business means taking good care of our people and communities, from supporting a fair livelihood and wellbeing, to nourishing local economics. In 2022, Oxwash also became an active supporter of the circular fashion movement, promoting a more sustainable choice of clothing.

Oxwash team

-

DEI

-

Our suppliers

-

Local communities

-

Circular fashion

Oxwash team

Our people's unique talents, creativity and cultural perspectives help us move towards our mission to eliminate the negative impact of laundry. In the cost of living crisis we face, Oxwash believes it is essential for businesses to support fair livelihood and employee wellbeing. In 2022, our headcount has doubled- reaching a milestone of 100 Oxwashers! We are committed to continuously exploring the best ways to support our workers' financial security, professional growth and wellbeing.



Fair livelihood

Living wage employer
ahead of government changes in May 2023

Enhanced sick pay
and health cash plan for permanent employees

Wagestream app
access for early pay and financial wellbeing coaching



Employee wellbeing

8 free face-to-face therapy sessions
and 1 fully paid Mental Health day

Quarterly employee surveys
as a forum for feedback, achieving an Employee Net Promoter Score of 48 (April '22)

Flexible hours and location
for most of our hybrid employees, with option of 5 extra holiday days purchase



Excellence & Collaboration

Training days
for our operations to expand skillsets and safety

Monthly Town Halls
to openly ask questions to the senior leadership team

Internal newsletter
weekly space to share and celebrate successes

Quarterly HQ off-sites
and line manager training to enhance connections between remote teams

Enhanced hiring processes
with Workable, our Applicant Tracking System and onboarding flows

People success platform
Lattice will support annual performance reviews and career progression

Meet our people



Rich Smith. Joined Oxwash in 2019, growing from Oxford's Laundry and then General Manager, and is now our HQ Operations project manager.



Tell us a bit about your career at Oxwash so far.

What drew me to Oxwash was the vision and passion of our founder Kyle for wanting to change the archaic ways in which laundry was processed and how we could do this sustainably. I began as the first Laundry Manager in Oxford - our first lagoon, and helped develop the processes and procedures that would begin to make Oxwash that sustainable laundry. I was made General Manager in the summer of 2020 which meant my role was then multi-faceted and as the Covid pandemic subsided began to grow and shape the lagoon. In the summer of 2021 I relocated to the West Country so took on a new role managing our compliance, health and safety/risk assessments etc, this then morphed into a more general operational improvements role and now I am our Operations project manager.

What's it like to work here?

One word - brilliant! Being surrounded by a much larger team all having that shared passion for making Oxwash a truly sustainable laundry is inspiring. Also, having such a diverse range of employees makes those conversations over a coffee that bit more interesting.

What current experience, initiative or project are you most excited about?

Now we have 3 very busy lagoons I am passionate about making the lives of our on-the-ground operational teams as painless as possible, that might be by having maintenance plans for our machines so they don't have to cope with breakdowns, or planning workflows so they are as efficient as possible.



Carla Lin. Joined Oxwash in 2020, growing from an intern to our Finance Manager.

Tell us a bit about your career at Oxwash so far.

I joined Oxwash as the 10th employee. Whilst I started out as an intern didn't take long to see that Oxwash and its team were something special. Three years later, we are now over 100 people, with multiple sites. I have enjoyed growing the in-house Finance function as the Finance Manager alongside doing my CIMA.

What's it like to work here?

Rewarding and fun! It's rare to find a team that you look forward to speaking to every day. The culture has been a huge positive for me; everyone wants to help each other out. That being said start-up life is wild, it's a lot of hard work and going above and beyond but you definitely get out what you put in. I wouldn't have it any other way.

What current experience, initiative or project are you most excited about?

Finance and Platform are doing some exciting work to improve the internal financial infrastructure and reporting functionality. It's nice to work with an impressive team to make our vision a tangible reality. I find the work that the platform team does incredibly impressive and the result of our collaboration makes major quality-of-life improvements for the finance team and the wider company. We also recently launched 'Oxwash Marketplace', an in-house buy/sell initiative to reduce waste.

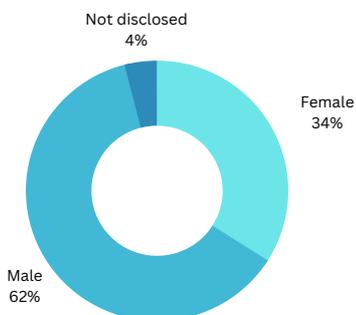


Diversity, equity and inclusion

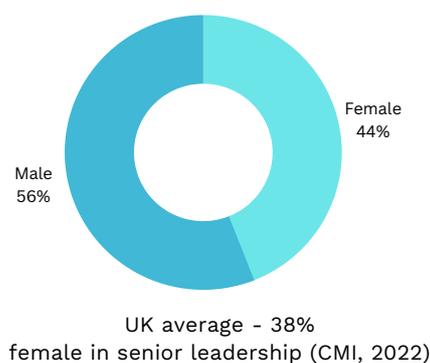
Oxwash values and respects every team member equally. We go beyond compliance with the Equality Act of 2010 and take pride in nurturing and supporting a diverse and unique workforce. We have a zero-tolerance policy for any discrimination and harassment, with a grievance and whistle-blowing system in place through line managers and our people team. In 2022, we worked together with charities such as Beam, to improve our hiring practices through more inclusive job applications, interviews, and onboarding processes. The introduction of bi-annual reports on diversity, equity and inclusion (DEI) brought visibility to our progress and allowed us to set informed targets.

2022 was a year of unprecedented growth: our staff headcount rapidly expanded from 50 to 100 Oxwashers. Our gender balance in the senior leadership team has reached 44% female, beyond the UK national average of 38%. We measured our gender pay gap for the first time and voluntarily committed to disclosing and improving it. Our mean gender pay gap mid-year was 15%, on par with the national average. We reviewed our ethnic representation in our operations, headquarters and senior leadership teams and set targets informed by the representation balance in the local areas and best practices. One important step will be to improve the accuracy of the data through our new HRIS solution, HiBob.

Oxwash employees by gender, Dec 2022



Senior leadership team by gender, Dec 2022

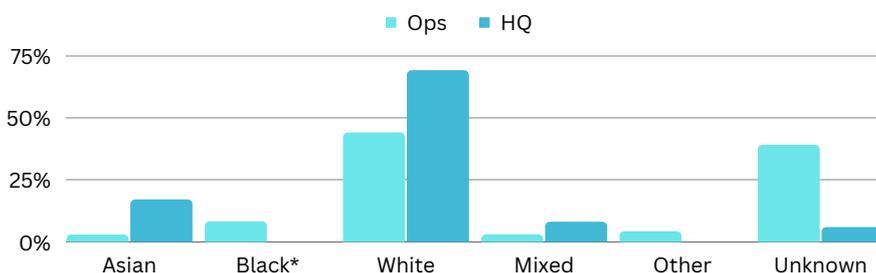


15%

mean gender pay gap (May 2022)

UK average = 15.4%
Service industry average = 17.7% (ONS, 2021)

Operations and HQ teams by ethnicity, Dec 2022



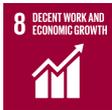
11%

are representatives of BAME in our senior leadership

*UK average - 10.3% of senior leadership are from BAME backgrounds (BITC, 2020)

*Including Black, Caribbean or African ethnicities

Our commitments to Oxwashers

Commitment	Achieve by...	SDG
Workers' financial security, health and safety		
100% of employees across the organisation continue earning a Living Wage, matching annual changes	Annually	
Regularly monitor indoor environmental quality to ensure a healthy and comfortable workspace and avoid Sick Building Syndrome	2028	
Diversity, Equity and Inclusion (DEI)		
Increase the representation of ethnic minorities to match the average levels of regional ethnic diversity in our local areas provided by the ONS and Census	2025	
Increase the representation of ethnic minorities in the senior leadership team to at least 20%	2025	
Increase the representation of females in the senior leadership team to at least 50%	2025	
Reduce the gender pay gap to zero with men and women receiving equal pay for work of equal value	2030	
Introduce accurate measurement and set public goals for representation of underrepresented groups such as the LGBTQI+ community and people with disabilities	2023	
Host annual DEI trainings for all employees	2023	

Our suppliers

Our suppliers are an important part of our sustainability journey at Oxwash. This year, we have introduced our Supplier Code of Conduct to encourage financial, environmental and social transparency in the supply chain. We asked our key suppliers to fill in a self-assessment questionnaire to confirm adherence to the Supplier Code of Conduct and to learn about the achievements and risks around the three ESG areas: Environment, Social and Governance. Whereas there are mandatory policies such as human rights compliance, there are areas where we encourage our suppliers to collaborate with us to improve together. We start conversations and host workshops to exchange learnings and support them in addressing issues such as health and safety and disclosing greenhouse gas emissions for our supply chain Scope 3 accounting. We also provide feedback that could help enhance the environmental performance of products and services that we use, for instance, insights from our operations teams for the Electrolux platform and Planet Care filters.



Local communities

We recognise that as a sustainable business, we have a responsibility towards the environment and the local areas in which we operate. We want to support our communities and the people around us to grow and develop as part of our broader stakeholder engagement plan. Based on the National TOMS social value framework, we have identified four key areas in which we can use our skill, experience and service to make a positive difference in our local communities. These four key areas form the basis of our social impact roadmap: addressing the rising cost of living, reducing water and chemical pollution, supporting the growth of the responsible regional business, and promoting local skills to youth and vulnerable people.

2022 social impact highlights

Hosting our first community breakfast event at our Battersea lagoon in September

Hosting two live-streamed panel talks on the circular fashion economy in collaboration with Cambridge Institute for Sustainable Leadership (CISL)

Donating free washing for homeless people in our local community

A leading voice in sustainable business practice at local OxLEP events

Guest speaker for the Carbon Monsters programme supporting SMEs on their sustainability journey

An active member of the B Local Oxfordshire+ community, engaging with and supporting fellow B Corps

Oxwash became a member of the Oxfordshire Economic Growth Board

Introduced Oxwash as a sustainable business to students at The Cherwell School's World of Work day

Our circular fashion partners

As a laundry service, we know the 'dirty' side of the fashion sector only so well. The industry is estimated to be responsible for at least four percent of global emissions (McKinsey, 2020) and uses large amounts of water, with approximately 2,500 litres of water required to produce on cotton shirt (The Water Footprint Network). The good news is that there is a rising wave of organisations and brands on a mission to dress people without the need to suffer.

HURR GARMST

We are proud of helping our rental fashion customers such as HURR and Garmst to ensure the cleaning and logistics do not compromise their overall positive impact

BRITISH FASHION COUNCIL

CO

Oxwash is a patron of the British Fashion Council and Common Objective to better support innovative circular fashion initiatives, speaking at the CO Brand Leaders Summit and advised designers at the Fashion District's Design Futures 2022





INNOVATION

Traditional commercial laundry often washes at high temperatures, consuming loads of energy, burning gas and wasting water. We at Oxwash are firm believers there is a better way to keep our garments clean - it just has not been invented yet. That is why our team of brilliant engineers and data scientists are working hard on building new ways of doing laundry, with zero emissions in Scope 1 and 2 and circularity at heart.

Big Blue: our new net-zero facility

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Innovation and R&D

Big Blue

Our new net-zero facility

2022 marked the beginning of a huge step forwards in the textile cleaning process. We began the journey of building our next facility, nicknamed Big Blue. This next-gen facility will run a net-zero process across scopes 1 and 2 and will leverage technology and industry 4.0 principles to minimise the input of raw materials and waste during washing.

We will achieve this through significant automation, hydrogen combined heat and power systems, water reclamation, recycling and capture and by eradicating heat and energy waste using smart hardware and exhaust design.



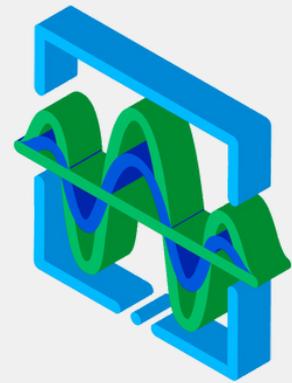
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| 1 AI stain and damage detection | 4 Water recycling and purification |
| 2 Automated washing line | 5 Heat-free 'drying' innovation |
| 3 Rainwater harvesting | 6 Nationwide zero emission fulfilment |

Research & Development

2022 marked two significant milestones for the Oxwash Research and Development function which further demonstrate our position as the industry leader in developing sustainable efficient solutions for textile cleaning.

New way to dry garments

In Q2, we submitted our first set of patent proposals in relation our ultrasonic air knife technology to dry textiles, and the use of harmonics to degass water and enable ozone supersaturation. Both of these development areas will allow us to eradicate the use of gas from our process and dramatically improve efficiency and reduce raw material consumption. Several patents have been submitted to protect our intellectual property in these areas. Once prototyped, these proprietary tools will be deployed to Big Blue to cut out our dependence on non-renewable energy required for thermal drying at scale. Once and for all!



Doing laundry in space

We commenced a partnership with the US National Aeronautics and Space Administration (NASA) to support them on two projects. The first is the development of a washing protocol to wash next-generation space suits, increasing the longevity of exceptionally expensive and hard-to-develop pieces of equipment. We are also working on creating a 'closed loop' washing process which can be used on deep space space missions such as the lunar gateway.



The Future

In 2022, we were lucky to learn from the leaders in the sustainability space, whilst going through the B Corp assessment and joining the UN Sustainable Development Goals (SDG) Accelerator. We have put these learnings into a clear strategic path to further improve our sustainability efforts, with measurable commitments to both People and the Planet.

Our sustainability roadmap

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Going forward

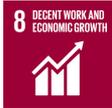
Our sustainability roadmap

Our key commitments to the Planet

Commitment	Achieve by...	SDG
Greenhouse gas emissions reductions		
Reach science-based net-zero targets in scopes 1 and 2 and in all scopes 1, 2 and 3	2025 2028	
Increase the percentage of energy use produced from low-impact renewable sources to: 65% 95% 100%	2023 2025 2031	 
Be carbon neutral by offsetting (removing) Scope 1 (gas), Scope 2 (non-renewable electricity) and 100% of Scope 3 greenhouse gas emissions	From 2021	
Collaborate with key suppliers to collect data and report on greenhouse gas emissions Reduce GHG emissions in our supply chain by 20% Achieve a carbon-neutral supply chain	2023 2025 2028	
Monitoring and managing water use		
Implement water conservation and recycling systems in the new Big Blue facility	2024	
Achieve 25% reduction in water consumption intensity relative to financial performance	2024	
Set targets for water consumption reductions across all sites	2023	
Monitoring and reporting non-hazardous waste		
Improve monitoring and recording of waste production Reduce waste production by 20% Produce zero waste to landfill / ocean	2023 2025 2027	
EMS		
Implement an environmental management system (EMS) covering waste generation, energy usage, water usage, and carbon emissions	2025	
Third-party auditing and certification of EMS	2028	

Our sustainability roadmap

Our key commitments to People

Commitment	Achieve by...	SDG
Workers' financial security, health and safety		
100% of employees across the organisation continue earning a Living Wage, matching annual changes	Annually	
Regularly monitor indoor environmental quality to ensure a healthy and comfortable workspace and avoid Sick Building Syndrome	2028	
Diversity, Equity and Inclusion (DEI)		
Increase the representation of ethnic minorities to match the average levels of regional ethnic diversity in our local areas provided by the ONS and Census	2025	
Increase the representation of ethnic minorities in the senior leadership team to at least 20%	2025	
Increase the representation of females in the senior leadership team to at least 50%	2025	
Reduce the gender pay gap to zero with men and women receiving equal pay for work of equal value	2030	
Introduce accurate measurement and set public goals for representation of underrepresented groups such as the LGBTQI+ community and people with disabilities	2023	
Host annual DEI trainings for all employees	2023	
Economic impact and supply chain management		
Screen suppliers to determine demographics (to determine purchases from companies that are majority-owned by women or individuals from underrepresented populations)	2023	
Ensure 10-24% of purchases are from underrepresented suppliers	2024	
Ensure 21-49% of suppliers are accountable for the SAQ and Supplier Code of Conduct (based on £ spent)	2023	
Set goals and expectations with suppliers to improve their social and environmental performance	2023	
Set up incentives for suppliers with strong social and environmental performance	2025	



2023

Looking ahead into 2023, we are filled with optimism and determination to continue taking care of garments better, for both the people and the planet. One more year to get closer to zero emissions, zero toxicity and zero waste.

We invite everyone - suppliers and customers, businesses and academics, and existing and future partners - to reach out, collaborate, co-learn, improve and innovate together.

OXWASH

Certified



Corporation