



TOP SHINE LIMITED

Environmental, Social & Governance Strategy | 2025 - 2027

Commercial Window Cleaning
London & Surrounding Counties
Est. 1970

Top Shine has delivered professional commercial window cleaning services across London since 1970. As a trusted partner to leading organisations — including high-rise offices, government buildings and London’s most historical landmarks — we recognise that responsible, sustainable business practice is fundamental to who we are and how we operate. This strategy sets out our commitments across four areas that matter to us, our people, our clients and our communities.

Our Four ESG Pillars

 Clean Operations	 Community First	 Our People	 Integrity & Trust
Minimising environmental impact through water-efficient methods, eco-certified products, responsible waste management and a reducing-carbon vehicle fleet.	Supporting the communities we work in through local employment, fair pay, social value creation and active participation in local initiatives.	Providing a safe, inclusive and rewarding workplace. Investing in training, professional development and the wellbeing of every member of our team.	Operating with the highest ethical and legal standards — transparent, compliant and accountable in everything we do.

Key Commitments & Targets

Pillar	Key Commitments & Targets
Clean Operations	Expand pure water systems · Eco-certified chemicals by 2026 · Fleet emissions audit 2025 · Replace diesel vehicles with hybrids while expanding our low-emission fleet, including our first electric vehicle already in use · Road to Net Zero by 2035
Community First	Local hiring tracked by contract · 1+ community project and donation/charity fund per year · Social value reporting for clients from 2026
Our People	Zero RIDDOR incidents target · 100% valid H&S certs at all times · Annual training plans · EDI policy reviewed yearly
Integrity & Trust	Maintain full GDPR compliance and keep all key policies on an annual review cycle · Publish an annual ESG progress report from 2026

Our Commitment

This strategy is owned at director level and will be reviewed annually. Progress will be shared with our clients and team each year. We are committed to continuous improvement — not just meeting expectations, but setting a standard for responsible practice in our sector and communities.