



## OUR SUSTAINABLE & ETHICAL PRACTICES & TARGETS

# 2 AQUAFLOW<sup>TM</sup> hr SERVICES

[24hraquaflowservices.co.uk](https://24hraquaflowservices.co.uk)

24hr Aquaflow is a drainage and plumbing company.  
We offer services 24 hours a day, 7 days a week.



**In a world where environmental and ethical concerns are at the forefront of global conversations, [24hr Aquaflow Services](#) is committed to making a positive impact for all our employees, customers and society.**

We understand that integrating sustainability into our business practices is a necessity. In this report we focus on sustainability at our company, along with our ambitions not only to mitigate environmental harm but also achieve long-term satisfaction for our employees and clients.

Although steps are already in place to help reduce our impact on the environment, our sustainability journey is marked by a commitment to continuous improvement. We know more can be done to help create climate stability and we regularly monitor new developments to reduce waste and carbon emissions.

The well-being of our staff is also a fundamental aspect of our business and we recognise the importance of an inclusive workplace, where there is growth for all, improving morale across the team.

We believe our business practices are a step towards responsible growth and add to our goal of providing the best possible service to our clients.

## SUSTAINABLE AND ETHICAL PRACTICES FOR OUR ENVIRONMENT AND PEOPLE

### Action for our environment

- We have invested in a self storage unit within Central London to hold materials/stock, extra machines and plants. This negates unnecessary journeys to our main offices, reducing carbon emissions. Additionally, as equipment is closer to hand, this reduces the lead time to complete works.
- We are proud to say we have two, fully electric vans. One for delivering equipment and materials to our engineers within/around the M25, while the second has been allocated to a supervisor to assist with works, toolbox talks with engineers and providing quotes to clients.
- Our engineer uniform is entirely sustainably sourced and is made from post-consumer plastic, supplied by ORN Clothing, a carbon neutral workwear producer. We also take part in a PPE and uniform recycling scheme with our local suppliers.
- We are licensed waste carriers, disposing of waste in the safest and most responsible way possible, through certified depots.
- We understand sustainability is not a solo endeavour and requires collaboration. Hence why we work with local/small businesses where available. By doing so, we aim to reduce unnecessary journeys and in turn, speed up supply for our clients.
- All directors' cars are fully electric and managers' cars are hybrid, with the facility to charge vehicles at one of the charging points installed at our main office.
- We are proud to be a company that refuses to use corrosive/toxic chemicals for the purpose of clearing drainage. Not just for health and safety reasons, we believe it is irresponsible to run these chemicals through the water system.
- We have invested further in mechanical machines, to reduce the need for high pressure water jetting (HPWJ) practices and minimise water and fuel usage (petrol or diesel engines), however, we are currently investigating electric powered alternatives with our suppliers.
- We use tracking and mapping systems to plan engineer attendances in the most efficient way. This is both to reduce fuel consumption and to better serve our clients' needs.
- We advocate sustainable office practices. This includes supplying staff with reusable drinking bottles and a drinking water system to reduce single-use plastics, installing movement sensor office lighting and operating a 'print only if necessary' policy, introducing ReMarkable electronic notebooks to reduce paper usage. There are various office schemes such as 'Meat-free Mondays' and clothing donations for charities. We actively encourage suggestions for other ways where we can all make an impact.



- We hold the ISO14001 Environmental Management certification.
- We recycle all possible office waste, including all cardboard, paper, plastic, ink cartridges, etc.
- We've teamed up with Matchable to offer our employees meaningful volunteering opportunities. This means staff can take time during or outside of work to support causes and charities that matter to them. It's a great way for our people to give back, and it supports the kind of culture we want to build - one that values purpose, community, and impact.
- We've committed to carrying out a full energy audit in 2025 to better understand how we're using energy across the business. The goal is to identify where we can make improvements, cut down on carbon emissions and use the findings to put together a clear plan of action for long-term energy savings. It's a key step in strengthening our environmental performance and doing our part to tackle climate change.
- We've introduced a new safety management system called Smartlog to help us work more efficiently and stay on top of our health and safety responsibilities. It brings everything - like incident reporting, training, risk assessments, audits, and more - into one place, making it easier for teams to stay informed and for us to respond quickly when needed. It's a big improvement and part of our ongoing focus on keeping people safe and well at work.





## SUSTAINABLE AND ETHICAL PRACTICES FOR OUR ENVIRONMENT AND PEOPLE

### Action for equality, well-being and growth

- We are proud to be an inclusive, diverse company. We value a workforce which comprises different backgrounds, ethnicities and genders, reflecting our community.
- All staff are entitled to private healthcare and mental health support, providing 24/7 access to qualified counsellors and advisors. This covers a range of issues such as physical and mental health, financial well-being and healthy eating, etc.
- We offer plumbing apprenticeships and in-house drainage training to nurture and invest in tomorrow's engineers. We also offer courses on Management, HR and H&S to all staff, to promote career progression and to improve processes within our company.
- We have invested in our engineers by providing extra training, so they can expand their knowledge of different work practices, such as confined space training, PASMA training, IPAF training, etc. This ensures our engineers are qualified to carry out works to speed up lead times, but also shows our employees we care about their progression within the business, as well as retaining their skill set.
- All staff are paid above real living wage and receive regular reviews and appraisals.
- We aim for long-term employment and job satisfaction. We strive for happiness in the workplace and regularly organise team-building events to increase morale and promote a sense of camaraderie. We create a supportive network for our staff, enabling the business to give the best possible service to our clients.
- We have developed a positive safety culture and all staff receive enhanced training for their job roles. Staff are encouraged to report risks/safety issues and any HR related concerns. As such, accidents/near-miss incidents and grievances are rare.
- Positive mental health at work is important to us. Among our employees is an MHFA England-qualified Mental Health First Aider who provides support to those in need.

## OUR SUSTAINABLE AND ETHICAL TARGETS AND ACHIEVEMENTS

### 1. All company cars to be fully electric by 2025

ON TARGET. Eighty per cent of company cars are electric (including the directors' vehicles) and the remainder are hybrid.

### 2. Continue to monitor the development of electric commercial vehicles and electric power infrastructure, with a goal of having a fully electric fleet by 2030.

We have been monitoring developments and have invested in two, fully electric vans, as mentioned above. Right now, we feel there isn't a full electric van available that is suitable to our trade. Also, further improvements to charging infrastructure are required, however this is still being monitored with a target date of 2030.

### 3. We aim to renew our fleet to electric HPWJ by 2025.

This is still being reviewed, alongside the change to full electric engineer vans.

### 4. All uniform purchases to be from sustainable, recycled sources by 2023.

ACHIEVED. All uniform is supplied by ORN Clothing, a carbon neutral and sustainable business where workwear is made from post-consumer plastic.

### 5. To continue to widen our knowledge of sustainable practices, working alongside our clients and approved suppliers, towards the UK's Net Zero Target.

We continue to increase our understanding and knowledge of sustainable practices and find ways to improve. We feel in the past year, we have taken a huge step towards with the introduction of fully electric company cars, fully electric vans and installation of charging points.

### 6. We pledge to maintain diversity and inclusion within our workplace, increasing this as our business grows.

This is still a pledge we stand by and we continue to promote diversity and inclusivity throughout the whole employee life cycle.





## INTRODUCING THE BUZZ - OUR ELECTRIC VAN OF CHOICE

In 2024, we invested in our first fully electric van: the Volkswagen ID. Buzz Cargo. Built for the future of commercial mobility, it has generous cargo space for transporting equipment and produces zero tailpipe emission, reducing air pollution and greenhouse gases. It is the ideal vehicle to gain momentum within our business and to show our intention to reduce negative environmental impact and be kinder to the planet.

Our first ID. Buzz Cargo joined the van fleet at the start of 2024 and is predominantly used as a delivery van, transporting materials and equipment to engineers, client sites and our storage facility. This addition and subsequent change in procedure means fewer journeys for standard vans, reducing our carbon emissions.

After observing the efficiency of our first electric van, at the end of 2024 we invested in a second ID. Buzz Cargo, to be used by our supervisor to provide quotations to our clients, carry out works and support the workforce.

This is the first step to converting our van fleet to fully electric. It is our intention, with further electric vehicle technology advances and the expansion of charging infrastructure, that an entirely electric fleet will enable us to achieve our net zero carbon emissions target by 2030.



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