



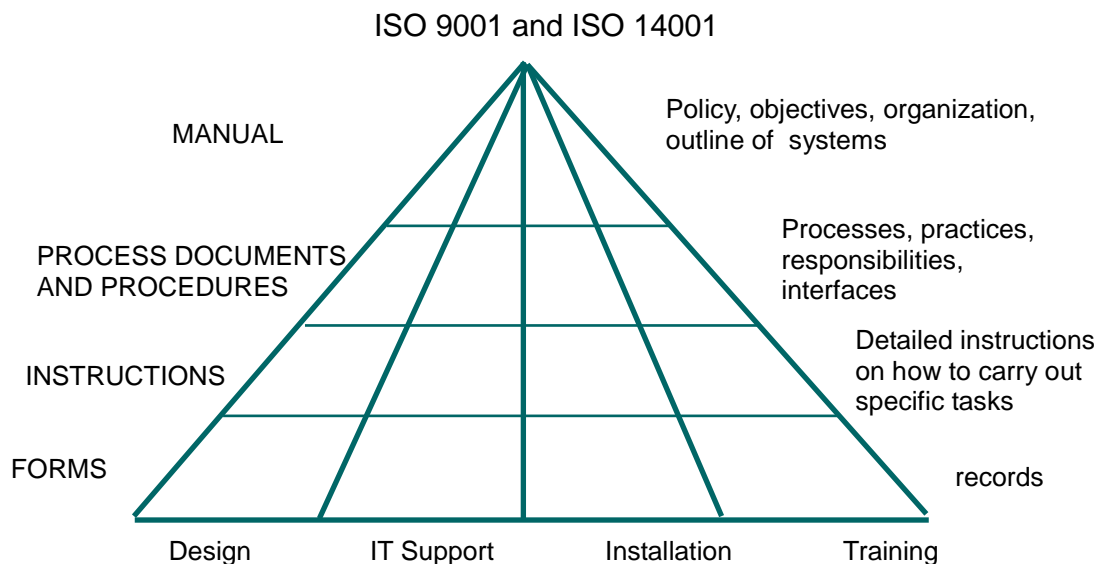
# Environmental Policy Manual

## Scope

The provision of cleaning services, washroom and hygiene services and janitorial supplies, carpet cleaning, window cleaning and pest control, food hygiene services including high-level cleaning and food production area cleaning, security manned guarding and patrols. Also working to ISO 9001:2008 and ISO 14001:2004.

This document is reviewed annually.

## Standards Structure



# Environmental Policy

## General Statement (4.1, 4.2, 4.31, 4.3.2, 4.3.3)

This policy has been produced by Senior Management with regard to the Company services and procedures. It will be developed and improved as required and appropriate as we develop the business.

At the inception of our Environmental Policy we are committed to the prevention of pollution and the adherence to all appropriate environmental laws and regulations (for example, Environmental Protection Act 1990, Water Resources Act 1991) together with a commitment to comply with any voluntary requirements agreed with organisations or partners. We shall establish and maintain a procedure to identify and have access to legal requirements. On an ongoing basis we will strive for continual improvement in all matters relating to the prevention of pollution. **Further information can be found in the ISO 9001:2008 procedure 5.2 – Customer Focus and 7.2.1 Determination of Requirements Related to the Product, along with the Environmental document LPM ENV 011 (Environmental Legislation Register).**

We have formed a working party and will support that unit both in its' aims and with resource to establish and develop our Environmental Objectives. Those objectives will be set after consideration of the environmental aspects of our organisation (for example, the use of electricity, the disposal of paper, the heating of offices) and the impacts on the environment. **Further information can be found in the ISO 9001:2008 procedure 5.2 – Customer Focus, along with Environmental documents LPM ENV 010 (Environmental Aspects Register), LPM ENV 018 (Environmental Impact Assessment Form Guidelines), LPM ENV 002 (Contract Environmental Impact Assessment) and LPM ENV 003 (Head Office Environmental Impact Assessment).**

In addition we will review those aspects as they may be subject to change and therefore our objectives may be changed after review. We shall establish and maintain documented environmental objectives and targets both overall and at each relevant function and level. Our environmental policy shall be made available to the public. Our Environmental Management processes shall establish and maintain programmes to achieve our objectives and targets and these will include allocation of responsibility and the means and time frame of achievements. When necessary these shall be reviewed and may be amended. **Further information can be found in the ISO 9001:2008 procedure 5.4.1 – Quality Objectives, 5.4.2 Quality Management System Planning and 8.5.1 Continual Improvement, along with the Environmental document LPM ENV 004 (Future Environmental Objectives & Targets).**

## Resources, Roles, Responsibility and Authority (4.4.1.)

All roles, responsibilities and authorities shall be defined, documented and communicated not only within our organisation but additionally to all our partners and suppliers also. Senior Management is committed to provide any resource essential for implementation and control of The EMS. We have appointed a specific management representative who will define roles, responsibilities and authority to ensure that the requirements of The EMS are established, implemented and maintained and that a regular report on performance is produced for discussion at a formal management review. **Further information can be found in the ISO 9001:2008 procedure 5.5.1 Responsibility and Authority.**

## Competence, Training and Awareness (4.4.2.)

We shall identify training needs in order that all personnel whose work may create significant impact on the environment will receive appropriate training. This training will include establishing and maintaining procedures to ensure that all employees remain aware of:

1. The importance of conformance with the policy, procedures and requirements,
2. The significant environmental impacts, actual or potential of work activities and

- environmental benefits of improved personal performance,
3. Roles and responsibilities in achieving conformance and including emergency preparedness and response,
  4. The potential consequences of departure from standard operating procedures.

All personnel shall be competent on the basis of appropriate education, training and/or experience. **Further information can be found in the ISO 9001:2008 procedure 6.2.2 – Competence, Awareness & Training.**

#### **Communication (4.4.3.)**

We have established and shall maintain procedures for internal communication at various levels between our functions and also for receiving, documenting and responding to any communication from interested outside parties. We shall also consider processes for external communication on significant environmental aspects and record any decisions made. **Further information can be found in the ISO 9001:2008 procedures, 5.5.3. Internal Communication, and 7.2.3. Customer Communication.**

#### **Documentation and Control of Documents (4.4.4, 4.4.5.)**

Our established documentation system will maintain information either in electronic or paper format to describe the core elements of our management system and their interaction and provide links to related documentation. This documented system has established and shall maintain procedures for controlling all documents required by this standard to ensure:

- a. Proper identification and handling
- b. Reviewed and revised as necessary
- c. Only current versions are in use
- d. Obsolete documents are promptly removed to prevent unintended use
- e. Obsolete documents are suitably marked and identified.

**Further information can be found in the ISO 9001:2008 procedures, 4.2.1. (Documentation Requirements) General, and 4.2.3. Control of Documents, along with information stored on the Document Control Database kept on the company Z Drive.**

#### **Operational Control (4.4.6.)**

Through our operational control we shall identify those operations and activities that are associated with significant environmental aspects in line with our policy, objectives and targets. These measures shall include planning activities and planned maintenance to ensure that they are carried out under specified conditions by:

- a. Establishing and maintaining documented procedures to cover situations where their absence could lead to deviations from the environmental policy and the set objectives and targets,
- b. Stipulating operating criteria in procedures
- c. Establishing and maintaining procedures related to identifiable significant aspects for goods and services used by our organisation and communicating those relevant procedures and requirements to our suppliers and contractors.

**Further information can be found from the Health & Safety Document template LPM HAS 001 (Cleaning Instruction Card template) and all of the relevant controlled instructions, which are held on the Cleaning Instruction Card Database on the company Z Drive.**

#### **Emergency Preparedness and Response (4.4.7.)**

We have established and shall maintain procedures to identify the potential and for responding to accidents or emergency situations, and preventing and mitigating the environmental impacts associated with them. **Further information can be found in the specific Cleaning Instruction Cards (as detailed above) and the Environmental procedure LPM ENV 019 (Disaster Recovery – Contingency Plan).**

#### **Monitoring and Measurement (4.5.1.)**

We have established and shall maintain documented procedures to monitor and measure, on a regular basis, the key characteristics of our operation and any of our activities that can have a significant impact on the environment. These include recording of information to track performance, relevant operational controls and conformance with objectives and targets.

Any monitoring and measuring equipment shall be calibrated and maintained and records of this process kept as part of our procedures. We have also established and shall maintain a documented procedure for periodically evaluating compliance with the relevant environmental legislation and regulations. ***Further information can be found in the ISO 9001:2008 procedures 8.2.3 Monitoring and Measurement of Processes and 8.2.4 Monitoring and Measurement of Product.***

#### **Evaluation & Compliance (4.5.2)**

We have established and shall maintain procedures for the evaluation of commitment to compliance with applicable legal and other requirements to which we subscribe. Records of results of these evaluations shall be kept. ***Further information can be found in the ISO 9001:2008 procedures 8.2.3 Monitoring and Measurement of Processes and 8.2.4 Monitoring and Measurement of Product, along with the Environmental document LPM ENV 011 (Environmental Legislation Register).***

#### **Nonconformity, Corrective Action and Preventive Action (4.5.3.)**

We have established and shall maintain procedures for defining responsibility and authority for handling and investigating non-conformances, taking action to mitigate any impacts caused, and for initiating and completing corrective and preventive action. Any corrective or preventive action taken to eliminate causes of actual and potential non-conformances shall be appropriate to the magnitude of problems and commensurate with the impact encountered. We shall implement and record any changes made in the documented procedures resulting from corrective or preventive action. ***Further information can be found in the ISO 9001:2008 procedures 8.3. Control of Non-Conforming Product, 8.5.2 Corrective Action and 8.5.3 Preventive Action.***

#### **Control of Records (4.5.4.)**

We have established and shall maintain procedures for the identification, maintenance and disposition of environmental records. These records shall include training records and the results of audits and reviews and shall be legible, identifiable and traceable to the activity, product or service involved. The environmental records shall be stored and maintained in such a way that they are readily retrievable and protected against damage, deterioration or loss. Retention times are established and recorded and all shall be maintained as appropriate to the system and to the organisation in order to demonstrate conformance to the requirements of the International Standard ISO 14001. ***Further information can be found in the ISO 9001:2008 procedures, 4.2.4. Control of Records, along with information stored on the Document Control Database kept on the company Z Drive.***

#### **Internal Audits (4.5.5.)**

We have established and shall maintain programmes and procedures for periodic environmental management system audits to be carried out in order to:

- a. Determine whether or not the EMS conforms to planned arrangements for environmental management including the requirements of the relevant standard and has been properly maintained and implemented and
- b. Provide information on the results of such audits to management.

The audit programme, including the schedule shall be based on the environmental importance of the activity concerned and the results of any previous audits and shall cover the audit scope, frequency and methodologies as well as the responsibilities and requirement for conducting audits and reporting results. ***Further information can be found in the ISO 9001:2008 procedures,***

**8.2.2. Internal Audit, along with Environmental forms LPM ENV 016 (ISO 14001:2004 Internal Audit Schedule and LPM ENV 017 (Internal Environmental Management Audit Report).**

**Management Review (4.6)**

We shall at determined intervals review the EMS to ensure suitability, adequacy and effectiveness and we shall ensure that the necessary information is collated to allow management to carry out an evaluation. This review shall be documented. There shall be a minimum of one management review per year. ***Further information can be found in the ISO 9001:2008 procedures, 5.6.2 Review Input, and 8.5.1. Continual Improvement, along with Environmental document LPM ENV 001 (ISO 14001:2004 Review Meeting Minutes).***

Signed

A handwritten signature in black ink, appearing to read 'R. Bradford', is written over a faint, illegible stamp or watermark.

**Richard Bradford  
Chief Executive Officer**

**Date: August 2009**