



Environmental Policy

M-CLEAN UK is committed to responsible stewardship of the environment, wherever we operate and specifically where our activities have the potential to adversely affect the environment. In our capacity of service providers our environmental outputs are not considered to be large. However, we aim to identify and reduce our environmental impacts, by minimising the use of energy and other resources and by reflecting our principles of sustainable development in all our activities. We therefore expect all business operations to ensure that:

- stakeholders are actively consulted and involved in the way we manage environmental issues particularly our associates, our suppliers, contractors and regulators
- the sustainable use of resources and materials and the potential harm to the environment is considered in the design and development of business opportunities
- significant environmental aspects and impacts from current and relevant past activities and services are identified and, where we have direct control or can be expected to have an influence, an environmental management system is implemented
- the impacts of our business activities on the environment are proactively managed with the aim of minimising them
- environmental incidents, including near misses are reported, root causes identified, actions implemented to prevent the incident happening again and recorded in our electronic database
- where the workplace, work activities or work planning are shared with any other employer, occupier or relevant person, there is demonstrable evidence of cooperation and coordination of environmental management. Ultimate responsibility for environmental issues rests with the Proprietor of M-CLEAN UK, who sets policy.

Significantly, across most of our business activities we are working on our customers' premises and are therefore not in direct control of the environment within which we operate. That is why collaborative working with our customers on environmental issues is important. M-CLEAN UK recognise its responsibility to ensure that any adverse impact on the environment is reduced or, where possible, eliminated by applying the most appropriate

management systems at contract level – whether designed by our customers or by ourselves. Where we are not in control of the working environment, we support our customers in applying their own environmental management systems and objectives.

Our role is also to be proactive and consider initiatives such as re-designing our processes to reduce what we use, recycling, and re-using items – which also improve the overall efficiency of the contract. Where we have control of environmental programmes, we recognise the importance of understanding the views of stakeholders.

In the event of a complaint the Owners will undertake a full investigation to include all parties. Complaints are dealt with on an informal and formal basis.

An informal complaint maybe dealt with in a short period of time; typically 2 to 3 hours and may involve simple solutions, such as communication with site managers. The outcome will have two possibilities

1. Complaint satisfied
2. Complaint unsatisfied

In the case of the complaint being unsatisfied a formal register will be made and the involvement of a third party will be requested.

The Owners are responsible for keeping a register of all complaints and all communications. M-CLEAN UK will aim to resolve any formal complaints within a 21 day period.