

EQMS

Environmental & Quality Policy Statement

Issue 5

ISO 9001:2015 & ISO 14001:2015

EQMS POLICY STATEMENT

The Monthind Clean Group of Companies is committed to an operating ethos that is based on openness in communication, integrity, fairness and concern for our employees and responsibility to the communities within which we operate. Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. We are dedicated to creating a profitable business culture that is based on the following principles:

Monthind has developed an Integrated Environmental and Quality system (EQMS) which uses ISO 9001:2015 and ISO 14001:2015 as the framework that allows our organisation to document and improve our quality and environmental practices to better satisfy the needs and expectations of customers, stakeholders and any other interested parties.

OUR ENVIRONMENT

ISO 14001 is an internationally agreed standard that sets out the requirements for an environmental management system, it exists to assist organisations improve their environmental performance through more efficient use of resources and reduction of waste. It enables us to identify, manage, monitor and control our environmental issues in a “holistic” manner. The standard requires us to consider all environmental issues, such as air pollution, water and sewage issues, waste management, soil contamination, climate change mitigation and resource use and efficiency. It requires us as an organisation to commit to continual improvement.

The Monthind Group recognises that in our day to day operations we inevitably impact on the environment in several ways and are committed to reduce our impact through continual improvement in our environmental performance. Our commitments include:

- Ensuring that we comply with all regulatory and legal requirements.
- Identifying all our significant impacts on the environment and setting objectives and targets to reduce those impacts.
- Promoting a sustainable approach to business, in partnership with all interested parties, ensuring environmental issues are considered when designing our services.
- Selecting the cleaning products that have the lowest impact on our environment yet are still effective.
- Having controls in place to minimise the risk of environmental pollution incidents.
- Understanding the life cycle of our services, including the disposal of equipment or any other physical assets under our control.
- Minimising the amount of waste to landfill through the adoption of the Waste Hierarchy: ELIMINATE, REDUCE, REUSE and RECYCLE.
- Continual improvement in our environmental performance, through the implementation of our EMS, and the establishment of measurable environmental objectives and targets. These are documented, implemented, maintained, monitored and reviewed.
- Ensuring that we integrate sustainability considerations into all our business decisions.

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- Monitoring and measuring our carbon impact and taking account of carbon management in our business decisions to reduce our contribution to overall climate change.
 - Updating our Company car and van fleet to newer, lower CO₂, Hybrid and Electric technologies.
 - Maintaining our EQMS system in accordance with the requirements of ISO 14001 and ISO 9001.

OUR QUALITY

The Monthind Clean Group is committed to achieving competitive excellence and providing our customers with services and products designed, produced and maintained to meet or exceed their expectations by:

- Ensuring that we comply with all regulatory and legal requirements.
- Our management team demonstrating leadership and commitment for establishing, implementing, integrating and maintaining the quality management system in a commitment to satisfy the requirements of the international standard ISO 9001:2015.
- Using our EQMS system to continually improve the services we offer.
- Extending our EQMS practices throughout our Supply Chain
- Ensuring our EQMS system is subject to regular internal and external audits.
- The quality management system will be monitored, measured, evaluated and enhanced regularly under top management responsibility, with regular reporting and communication of the status and effectiveness at all levels.

OUR PEOPLE

The Monthind Clean Group is committed to equality in employment opportunity and embraces diversity within the organisation. Our employees' welfare and interests are at the forefront of all aspects of our business and the way in which we conduct our affairs. We are opposed to all forms of unlawful and unfair discrimination and will not tolerate any form of bullying or harassment.

The Monthind Clean Group is committed to:

1. Creating and nurturing an environment of success based on fairness, courtesy, honesty and integrity.
2. Empowerment through training and communication.
3. Individual growth and equal opportunity.
4. Designing and providing a safe and secure work environment.
5. Supporting Employee welfare through the BHSF welfare scheme, which is available Free to all staff.

OUR CUSTOMERS

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs and requirements without creating false expectations.

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavor to provide processes that ensure we achieve this in order to build a robust and first-class business.

OUR COMMUNITY

The Monthind Clean Group is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers.

COMMUNICATING THIS POLICY

A copy of this policy will be provided as part of the new employee starter pack, available in the reception of each Monthind Clean Group office, the Company website and the cleaners contract file at each Customer site.

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