



Environmental Management System (EMS)

1. Environmental Policy Statement

Ashley Cleaning Services Ltd ("the Company") is committed to operating in a responsible and sustainable manner. We aim to minimise environmental impacts arising from our cleaning operations and continuously improve our environmental performance.

Key Commitments:

- Comply with all relevant UK environmental legislation, regulations, and industry standards.
- Prevent pollution by managing chemicals, waste, water usage, and energy responsibly.
- Reduce waste generated through our operations and maximise reuse and recycling.
- Promote low-impact, eco-certified, and biodegradable cleaning products.
- Reduce carbon emissions from energy and transport activities.
- Optimise energy and water use across offices and client sites.
- Raise environmental awareness, competence, and engagement among all staff.
- Set, monitor, and review environmental objectives and targets annually.

- Engage clients, suppliers, subcontractors, and stakeholders in sustainable practices.

This policy is endorsed by Senior Management and is communicated internally and externally. It is reviewed annually.

2. Scope of the EMS

2.1 Operational Scope

The EMS applies to all commercial cleaning operations undertaken by the Company, including:

- Contract cleaning
- Deep cleans
- Janitorial services
- Washroom and hygiene services
- Hard-floor maintenance

2.2 Geographic & Site Scope

- Company offices and storage facilities
- All client premises where cleaning services are delivered

2.3 Exclusions

- Activities not under our direct management control
- Specialist subcontracted services outside normal cleaning scope (if applicable)

3. Roles, Responsibilities & Organisational Structure

Top Management

- Provide leadership, support, and resources for EMS effectiveness
- Approve environmental policy, objectives, and targets
- Conduct annual management reviews

Environmental / EMS Manager

- Maintain and improve the EMS framework
- Conduct environmental aspect and impact assessments
- Track KPIs (waste, energy, water, chemical use, supplier sustainability)
- Ensure compliance evaluations and internal audits are completed

Operations Managers / Site Supervisors

- Ensure staff follow environmental procedures and controls
- Conduct site-level monitoring (waste segregation, chemical storage)
- Provide environmental toolbox talks and training

All Employees

- Follow EMS procedures and environmental responsibilities
- Report environmental incidents, spills, and improvement opportunities

Subcontractors / Suppliers

- Must comply with the Company's environmental requirements
- Must cooperate with sustainability evaluations and audits

4. Environmental Aspects, Impacts & Risk Assessment

4.1 Identification of Environmental Aspects

Key aspects include:

- Use of cleaning chemicals
- Water consumption
- Energy use (equipment, office, transport)
- Waste generation (packaging, consumables, general waste)
- Storage, transport, and disposal of chemicals
- Procurement impacts (supplier sustainability, packaging)

4.2 Environmental Impacts

- Pollution risks from chemical spill or run-off
- Carbon emissions from energy and transport
- Landfill impact from non-recyclable waste
- Resource depletion (water, energy)

4.3 Risk Evaluation Method

Aspects are assessed by:

- Severity of impact
- Likelihood
- Degree of control
- Legal / compliance significance

4.4 Controls Implemented

- Use of eco-certified cleaning chemicals

- Chemical dilution training and COSHH compliance
- Efficient equipment and preventive maintenance
- Microfibre materials to reduce chemical and water use
- Waste segregation at point of use
- Licensed waste carriers and Duty of Care compliance
- Supplier sustainability audits

5. Legal & Other Requirements

The Company maintains access to current legislation through:

- UK Government and Environment Agency updates
- Industry newsletters and regulatory bulletins
- COSHH and hazardous waste regulations
- Duty of Care compliance (Waste Transfer Notes)

Compliance Evaluation

- Conducted annually by EMS Manager
- Findings recorded and reported to Senior Management

6. Objectives, Targets & Programmes

The following table outlines our key environmental objectives, targets, and associated programmes/actions:

| Objective | Target | Programme / Actions |
|--------------|--|--|
| Reduce waste | Reduce general waste from cleaning by 20% in 12 months | Conduct waste audit; segregate waste; increase |

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| | | recycling bins; engage staff in training. |
| Reduce chemical impact | Transition 80% of cleaning products to eco-certified alternatives within 18 months | Survey current product use; evaluate green alternatives; pilot on key sites; train staff. |
| Lower energy usage | Reduce energy usage in office base by 10% in next year | Audit energy consumption; install energy-efficient lighting; switch off unused equipment; monitor. |
| Reduce water usage | Decrease water used in cleaning operations by 15% | Use water-efficient cleaning methods, microfibre cloths, and efficient dilution; track water usage. |
| Improve environmental awareness | 100% of staff to complete environmental training within 6 months | Develop training program; integrate into induction; regular refreshers; include environmental metrics in performance reviews. |
| Improve supplier sustainability | 50% of major suppliers to demonstrate sustainable practices in 2 years | Develop supplier evaluation criteria; communicate policy; incorporate sustainability into procurement. |
| Reduce carbon footprint | 10% cut in transport emissions | Route optimisation, low-impact vehicles |

7. Operational Controls

7.1 Chemical Management

- COSHH assessments for all substances
- Safe storage, dilution, and dispensing
- Spill containment and emergency kits

7.2 Waste Management

- Segregation at source
- Clear labelling and colour-coded bins

- Licensed waste carriers only

7.3 Equipment & Energy

- Scheduled maintenance of vacuums and machines
- Low-energy appliances where feasible
- Switch-off policy when equipment not in use

7.4 Water Conservation

- Microfibre cloth systems
- Controlled-dilution systems
- Low-water mop systems

7.5 Transport Control

- Route planning for efficiency
- Avoid unnecessary journeys
- Promote public transport / car-share where possible

8. Monitoring, Measurement & KPI Tracking

KPIs include:

- Kg of waste per site / FTE
- % eco-certified product usage
- Electricity consumption (kWh)
- Water usage (m³)

- CO₂ emissions estimates
- Staff training completion
- Supplier sustainability score

Data Sources:

- Utility bills / sub-metering
- Waste transfer notes
- Purchasing system reports
- Training logs

Quarterly reports are produced for Senior Management.

9. Internal Audits

- Internal EMS audits conducted every 6 months
- Audit scope includes compliance, controls, procedures, and KPIs
- Findings recorded and corrective actions tracked to completion

10. Non-conformities, Corrective & Preventive Actions

Procedure:

1. Identify issue (incident, spill, audit finding)
2. Record on Non-Conformance Register
3. Root-cause analysis by EMS Manager

4. Assign corrective action owner and deadline
5. Verify effectiveness after closure

11. Communication & Engagement

Internal:

- Induction training
- Toolbox talks
- Posters and signage
- Internal announcements

External:

- Client sustainability briefings
- Supplier sustainability criteria
- Transparent reporting on request

Interested Parties:

- Clients
- Employees
- Regulators
- Local community
- Suppliers & waste contractors

12. Emergency Preparedness & Response

- Chemical spill procedure
- Spill kits located at key sites
- Staff trained in containment, cleanup, disposal
- Incident reporting and investigation

13. Change Management

Environmental aspects are reviewed for:

- New contracts
- New machinery or chemicals
- Relocation or expansion
- Major staff or process changes

Controls updated as needed.

14. Documentation & Document Control

- All EMS documents held in a central digital repository
- Version number format: **EMS-XX-Version-Year**
- Only authorised personnel may update documents
- Obsolete versions archived

15. Management Review

Conducted annually to evaluate:

- Audit results
- KPI performance
- Compliance evaluation outcomes
- Adequacy of resources
- Policy & objective updates

Actions and outcomes are fully documented.

16. Compliance Checklist (ISO 14001 Alignment)

- Environmental Policy
- Scope
- Leadership responsibilities
- Environmental aspects & impacts
- Objectives & targets
- Legal & compliance system
- Operational controls
- Communication
- Emergency planning
- Document control
- Monitoring & measurement
- Internal audits

- Non-conformance process
- Management review

Our Commitment

Ashley Cleaning Services Ltd is committed to continual improvement and responsible growth. This EMS provides the foundation for sustainable, compliant, and environmentally responsible operations.

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