



## **SUSTAINABILITY POLICY**

Indepth Hygiene Services recognises the importance of ensuring we monitor and improve our impact on the environment, our community and our business. The Managing Director is responsible for the implementation of this policy and our employees are encouraged to support it. Our sustainability policy is linked to our health & safety, equal opportunities and environmental procedures and supports the policies contained therein.

### ***Environment***

Managers and directors are encouraged to travel via train to meetings and the majority of their travel is by train.

The company is purposefully located within walking distance of a mainline train station and local car park facilities include a cycle bay. We also encourage car pooling among our employees.

We try to ensure a minimum of 2 operatives travel in our vans at all times and only local teams are sent to clients to help reduce our CO2 emissions and fuel consumption. All our vans are Ford Transits and manufactured post 2006 to ensure they comply with Euro IV standards as required by the Low Emission Zone in London.

We are constantly seeking to improve our cleaning procedures with the objective of reducing our requirement for chemicals and therefore their impact on the environment.

We pre-sort all waste at our office before disposing of it responsibly and in accordance with legislation including controlled waste, hazardous waste and WEEE directive. All our paper is recycled via the local council and they are planning to increase this service to include plastic waste in the future.

We are committed to supporting our local environment and have formed a corporate partnership with the Surrey Wildlife Trust. This involves an annual donation to their projects as well as volunteering opportunities for our employees to support SWT's vision for "a living landscape in Surrey that is rich in wildlife and valued by all."

All toners are recycled via a local youth organisation who receive the benefits from same.

All unused mobile phones are recycled via a local school initiative.

We recognise the importance of our impact on the environment and have commenced the accreditation process for ISO14001 and we hope to attain this accreditation in the early part of 2013.

### ***Community***

We have sponsored our local rugby club for 8 years which provides a Schools Liaison Programme taking rugby into local schools for both boys and girls by providing coaching.

In the last 3 years we have supported Adoption UK as a small national charity where even small contributions of £1000 can make an enormous difference. We also regularly support a local charity, The Childrens' Trust in Tadworth.

We financially support all employees in their charitable works and encourage any charity works or events they wish to take part in such as sponsored walks, runs or cycle events. In the previous year we supported 7 such events.

### ***Business***

Introduction of an industry standard for ductwork cleaning by the Building & Engineering Services Association (formerly HVCA) Greenbook guide has created an opportunity for the business to undertake apprenticeships. This is currently being investigated in conjunction with the local Chamber of Commerce.

In January 2012 our first apprentice will be joining the company as part of the National Apprenticeship Service. This programme helps young people find employment, provides them with the necessary training to become a skilled worker and ensures them a future with a company that will value their new skills.

All our staff including all junior cleaners are paid above the Living Wage for London which is currently £8.30 per hour.

We run a suggestion scheme for all employees and their participation is encouraged by providing an annual prize for the best suggestion.

We are very proud of our staff retention record where we have a number of employees (both office and cleaning operatives) who have been with us for over 20 years which is very unusual in our industry.

We ensure all staff are trained and developed in their working roles and also provide training to support outside interests and personal development hopefully creating an environment where our employees feel the company cares for their overall wellbeing. We allocate a minimum of 2 days' training to all staff annually.

We fully support flexible working hours to ensure our staff have an enjoyable life-work balance.

In 2011 we held our first Summer Party attended by all members of staff which has had a significant impact on further improving the relationship between both office and field staff and will now be an annual event.

This sustainability policy is constantly reviewed and amended rather than on a 6 monthly or annual basis. We have it as a focus for ongoing improvement and it is reviewed by the Managing Director every month at our management meeting as part of our commitment to seek constant incremental improvements. We are aware that we are not perfect and we are constantly striving to improve.



**Richard Norman**  
**Managing Director**  
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