

Environmental & Sustainability Policies

Environmental Policy

bespoke Cleaning Services Ltd is committed to protecting and improving the environment in which we live and work wherever this is practicable.

This will be achieved by the company implementing the following measures:

- Promotion of environmental awareness and its importance to employees, clients, suppliers and sub-contractors who work with the company.
- Effective training of our employees in best practice methods to ensure minimum impact on the environment.
- Partnering suppliers who are equally committed to the protection of the environment.
- Actively working with our clients to achieve mutual goals concerning environmental issues.
- Purchase of '**environmentally friendly**' products wherever possible.
- Use of products that are **biodegradable** and/or **compostable** wherever possible.
- bespoke does not use any products containing **bleach** or **chlorine**.
- Use of packaging that can be re-used or recycled wherever practicable.
- Promotion and adoption of a workable 'Recycling Policy' both internally and throughout our clients' premises wherever possible.
- Purchase of company vehicles which create minimal pollution of the atmosphere.
- Safe and correct disposal of waste including cleaning products and containers.
- Reduction in energy consumption through our compliance with the Environment Agency's UK ESOS (Energy Savings Opportunities Scheme) Phase 2, and of a '**Save It**' policy both internally and on clients' premises.
- Certification to ISO 14001.
- Six-monthly Senior Management Review of EMS systems.

bespoke Cleaning Services will continue to review and update our environmental policy to encompass the ever-changing environmental issues and related legislation.

The company will ensure sufficient time and resource will be allocated to environmental issues and will actively seek external specialist professional advice where deemed necessary.

Environmental Principles

bespoke firmly believes that in the 21st Century it is vitally important to place environmental issues at the heart of each organisation.

To this end, we have identified the following environmental principles which we will embrace and implement as part of our day-to-day business:

- If necessary, modify our activities to ensure they are consistent with current scientific & technical understanding and appropriate legislation.
- Encourage environmental management in the use of resources wherever possible, including by our suppliers and sub-contractors.
- Ensure that our employees receive training as a matter of course in minimising environmental impact when carrying out our daily business as a commercial cleaning contractor.
- Source and purchase products which are 'environmentally-friendly' wherever possible.
- Manage our use of non-renewable resources, in ways that minimise depletion and cause no serious environmental damage in so far as this applies to our business.
- Apply the principle of **Reduce, Re-use, Re-cycle**, whenever possible and practical, and ensure the provision of facilities to maximise reuse and recycling at our own premises.
- Encourage the application of this principle at the premises of our Clients, Suppliers and Sub-Contractors.
- Encourage the development dissemination of environmentally friendly technologies and processes by our suppliers.
- Take advantage of the professional advice on environmental matters available to us as a company.
- Investigate the introduction where possible of any energy-savings identified by our ESOS Compliance Report to Phase 2.
- Seek to minimise consumption of single-use plastic.

Sustainability Policy Statement

This Policy should be read in conjunction with bespoke's Environmental Policy & Principles (reviewed 2021).

It is the policy of bespoke Cleaning Services Ltd to work to improve issues of sustainability within our business and through our supply chain, subject always to best practice within the cleaning industry, best value for our clients and the particular operational requirements of each contract. We will put this intention into practice by:

- Making efforts to source cleaning chemicals and products with the lowest environmental impacts, subject to the caveat above - see update below.
- Limiting the number and range of base products installed across our cleaning contracts.
- Incorporating sustainability into our purchasing protocols when instructing new suppliers or contractors.
- Requiring suppliers and contractors to meet or exceed our own standards on issues of sustainability and the environment.
- Engaging our employees in a process of awareness regarding sustainability and environmental issues where that relate to their daily activities.
- Undertaking regular reviews to identify new opportunities to increase our commitment to sustainability.
- Incorporating sustainability into our annual internal Environmental Audit.
- Continuing and expanding our programme of re-cycling, both at Head Office and in partnership with our clients.
- Continuing, and expanding where possible, our measures for sustainability including procedures on-site. Current examples (to 2021) include:
 - collection, repair, launder, and re-issue of bespoke uniforms from leavers.
 - annual machinery audit across all sites with repair and re-deployment where appropriate.
 - installation of washing machines on larger contracts for the on-site cleaning and re-use of mop-heads, microfibre cloths etc.
 - use of ladder-less water-fed pole system for external window cleaning; uses only pure water – no chemicals or waste products.
 - use of bonnet pads for carpet cleaning which can be washed and re-used.
 - use of microfibre cloths on all sites; these can be rinsed out and re-used up to 600 times.
 - provision of EU Ecolabel Compliant cleaning products where required.
 - use of Blue Motion Technology on our company Vehicles; staff involved are achieving around 63 mpg.

- bespoke has introduced the use of water-fed and flat mopping systems on our sites, saving on chemical and water use/wastage; the system also has significant Health & Safety benefits.
- all payslips sent out by e-mail.
- a secure web-based Client Portal for all Health & Safety information, precluding the need to send out paper copies of COSHH SDS, Assessments and Risk Assessments.
- moving closer to a 'paperless' office with the introduction of tablet technology for our Contract Paperwork.
- bespoke is Compliant with the Environment Agency's ESOS scheme (Energy Savings Opportunities Scheme) Phase 1 – we have completed our Declaration for Phase 2.
- bespoke's Environmental Management System upgraded to ISO 14001:2015 certification.
- New Employee Portal introduced for all staff.
- New measures in place to minimise/limit printer/copier cartridge use.
- From July 2019, all new contracts will be supplied with green cleaning products – using the Jangro Enviro range with Low Environmental Impact.
- From July 2019, all new contracts will be supplied with compostable cleaning cloths with potato starch packaging.
- For 2020 we looked at ways to make additional energy savings at our offices.
- New Supplier Portal for 2021.
- Managing our EMS during the Covid 19 Pandemic in 2020 and 2021.

This statement has been approved by the organisations Managing Director who will review and update it annually.



Jackie Woodall

Managing Director

Date: 01.01.2024



Anna Symes

Personnel Director

Date: 01.01.2024