

## Environmental Management System

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**These are the means bespoke uses to promote environmental awareness, sustainability and management with our organisation:**

### 1. Certification

bespoke is certified to ISO 14001:2015. bespoke has held environmental certification since April 2007 (previously ISO 14001:2004), and this is renewed annually through external audit, as well as internal audits completed on a rolling programme annually.

bespoke is now Compliant with the Environment Agency's ESOS (Energy Savings Opportunities Scheme); we have DEC Certificates in place for our premises. We have completed our Declaration for Phase 2 Compliance.

### 2. Effective policies in place and implemented:

bespoke has in place an Environmental Policy as part of our Environmental Management System; we have also identified the key Environmental Principles we wish to work to as a company and have in place a Sustainability Policy Statement which includes examples of what we actually do in practice in these areas.

The Policy has been in place since our inception 2002; the principles were identified and added in 2009; the Sustainability Policy Statement was added in 2010 and is updated annually – most recently for 2021.

bespoke's Environmental Policies are reviewed at Director level annually, or as circumstances or legislation dictates (whichever is the more frequent). We also undertake a six-monthly senior management review of our Environmental systems.

- *General Statement of Policy signed by the Directors*
- *List of Environmental Principles to which bespoke works*
- *Sustainability Policy Statement including concrete examples of current practices*

### 3. Education & Training:

bespoke's Operatives receive training in environmental awareness as a matter of course, including PowerPoint presentations and on-site Toolbox Training.

Samples are available on request, but a précis is also given below:

- *Why do we need to protect the Environment?*
- *Types of Pollution*
- *Interaction with the Environment*
- *Benefits of an EMS*
- *Environmental Impacts*
- *Environmental Policy – core elements*
- *Operatives' Role in Protecting the Environment*
- *Do's and Don'ts*
- *Energy Awareness*

Other relevant training includes COSHH procedures (as part of our Health & Safety Training).

### 4. Audit & Review:

In addition to the annual external audit undertaken as part of our certification, bespoke completes internal audits throughout the year. In addition, bespoke completes six-monthly Senior Management Reviews of our Environmental policies and procedures

As part of our EMS, we also maintain a Register of Environmental Objectives, Register of Risk, Publication Register and Register of Compliance. Copy documents are available on request, but recent updates and actions include:

- *All documentation printed double sided.*
- *Purchase of EU Ecolabel compliant printer and copier paper for our offices*
- *Timesheets managed electronically, saving on paper use*
- *All payslips sent out electronically*
- *Secure web-based Client Portal*
- *Use of Biometric Attendance Systems*
- *Implementation of tablet technology for contract paperwork*

- *Identification of energy saving opportunities on our own premises as part of our ESOS Compliance*
- *Extension of our 'paperless' systems to include an Employee Portal for staff access to their personnel information*
- *Planned Supplier Portal for 2021*
- *Introduction of a new 'paperless' cleaning product and consumables site ordering system for 2021, using tablet technology*

### **5. Procurement:**

bespoke has in place & implements rigorous supplier/contractor management policies; our supplier Selden Research is ISO 14001 accredited, holds an IPPC permit and is *EU Ecolabel* compliant (<http://ec.europa.eu/environment/ecolabel/>). Our supplier, Gremer Chemicals, is certified to ISO 14001 and has confirmed that products and external packaging supplied to bespoke are biodegradable and the containers recyclable. All items are UK or EU manufactured.

Copies of our Supply Chain Management Policy and Policy on Suppliers & the Use of Sub-Contractors are uploaded on the Portal.

We also request and record copies of our suppliers' and sub-contractors' Environmental Policies and certifications – evidence is available on request.

We use Selection Protocols under EMS 14001 for the purchase of cleaning products.

As part of our ethos of continual improvement, from July 2019, all new contracts are supplied with green cleaning products – using the Jangro Enviro range with Low Environmental Impact; all new contracts are also supplied with compostable cleaning cloths.

### **6. Partnership:**

bespoke works in close partnership with our clients to deliver sustainable and 'green' cleaning hand in hand with best value.

Recycling initiatives can include the recycling of products including paper, cardboard, plastics, glass, tins, aerosols, batteries, toners/printer cartridges and coffee cups.

If a building is short of space for individual recycling containers, then 'Recycling Banks' are a viable alternative. Full details are available on request.

**Addendum - Communication Media:**

- Electronic – e.g. PowerPoint presentations to Operatives; use of tablet technology for contract paperwork; secure web-based Client & Employee Portals; biometric time & attendance systems
- Hard copy through on site Health & Safety Folders, Employee Handbooks, the Environmental Policy, and Training Manuals etc. *This is being phased out – Employee Handbooks, Training Materials & Safety Manuals are now available on our web-based staff Portal for example. For 2018, a new Employee Portal was implemented; for 2020/21 a new paperless ordering systems was implemented, and for 2021 a new Supplier Portal is planned*
- Verbally through Toolbox Training sessions on site; these are delivered by both on-site Management and our local Regional Management Teams, and involve two-way communication – Operatives can bring up any queries, issues or concerns they may have; these are recorded electronically
- General company culture

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

**Managing Director’s name: Jackie Woodall**

**Date: 12.10.22**

**Signature:**



**Personnel Director’s name: Anna Symes**

**Date: 12.10.22**

**Signature:**

