

ENVIRONMENTAL POLICY

ISO 14001:2015 – Clause 5.2

Document Ref: TCC-IMS-POL-003

Version: 1.1

Review Frequency: Annual

1. Policy Statement

Total Care Cleaning Ltd acknowledges that our activities have environmental impacts. We are committed to protecting the environment, preventing pollution, and continually improving our environmental performance through the implementation of an Environmental Management System (EMS) aligned with ISO 14001:2015.

2. Environmental Responsibilities

We will:

- Identify environmental aspects and evaluate their impacts
 - Implement controls to mitigate significant environmental risks
 - Reduce waste generation and increase recycling
 - Minimise chemical usage through accurate dilution control
 - Prevent chemical spillages and environmental contamination
 - Reduce vehicle emissions through efficient route planning
 - Promote digital systems to reduce paper consumption
 - Source products from environmentally responsible suppliers where practicable
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3. Legal Compliance

We commit to:

- Identifying and maintaining access to environmental legislation
 - Evaluating compliance periodically
 - Ensuring correct waste transfer documentation
 - Maintaining COSHH controls in line with regulations
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4. Environmental Objectives

We establish measurable objectives such as:

- Reduction in fuel consumption
- Reduction in single-use plastics
- Increased recycling rates
- Reduction in chemical waste

Performance is monitored and reviewed annually.

5. Training & Awareness

All employees receive environmental awareness training relevant to their roles, including:

- Waste segregation
 - Chemical storage and handling
 - Spill response procedures
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Signed,
Byron Phillips-Noble
Director

EQUALITY, DIVERSITY & INCLUSION POLICY

Document Ref: TCC-IMS-POL-004

Version: 1.1

1. Policy Statement

Total Care Cleaning Ltd is committed to fostering a working environment that values equality, diversity and inclusion. We recognise that a diverse workforce enhances innovation, service quality and organisational resilience.

We operate in accordance with the Equality Act 2010 and prohibit discrimination on the grounds of protected characteristics.

2. Our Principles

We will:

- Ensure recruitment and promotion decisions are based on merit and competence
 - Provide equal access to training and development
 - Promote a culture of mutual respect and professionalism
 - Prevent harassment, bullying and victimisation
 - Make reasonable adjustments for disabilities
 - Encourage inclusive communication practices
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3. Responsibilities

Senior Management is responsible for:

- Implementing and monitoring this policy
- Addressing complaints promptly and fairly
- Taking disciplinary action where necessary

Employees are required to:

- Treat colleagues and clients with respect
 - Report discriminatory behaviour
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4. Monitoring

We review workplace practices periodically to ensure fairness and equality of opportunity.

Signed,

Byron Phillips-Noble

Director

Byron Phillips-Noble

