

# Environmental Policy



CHAMBERLAINE  
CLEANING SERVICES LTD



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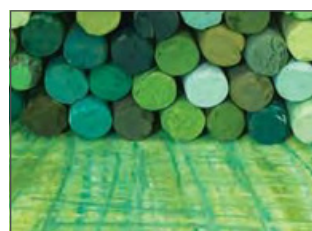
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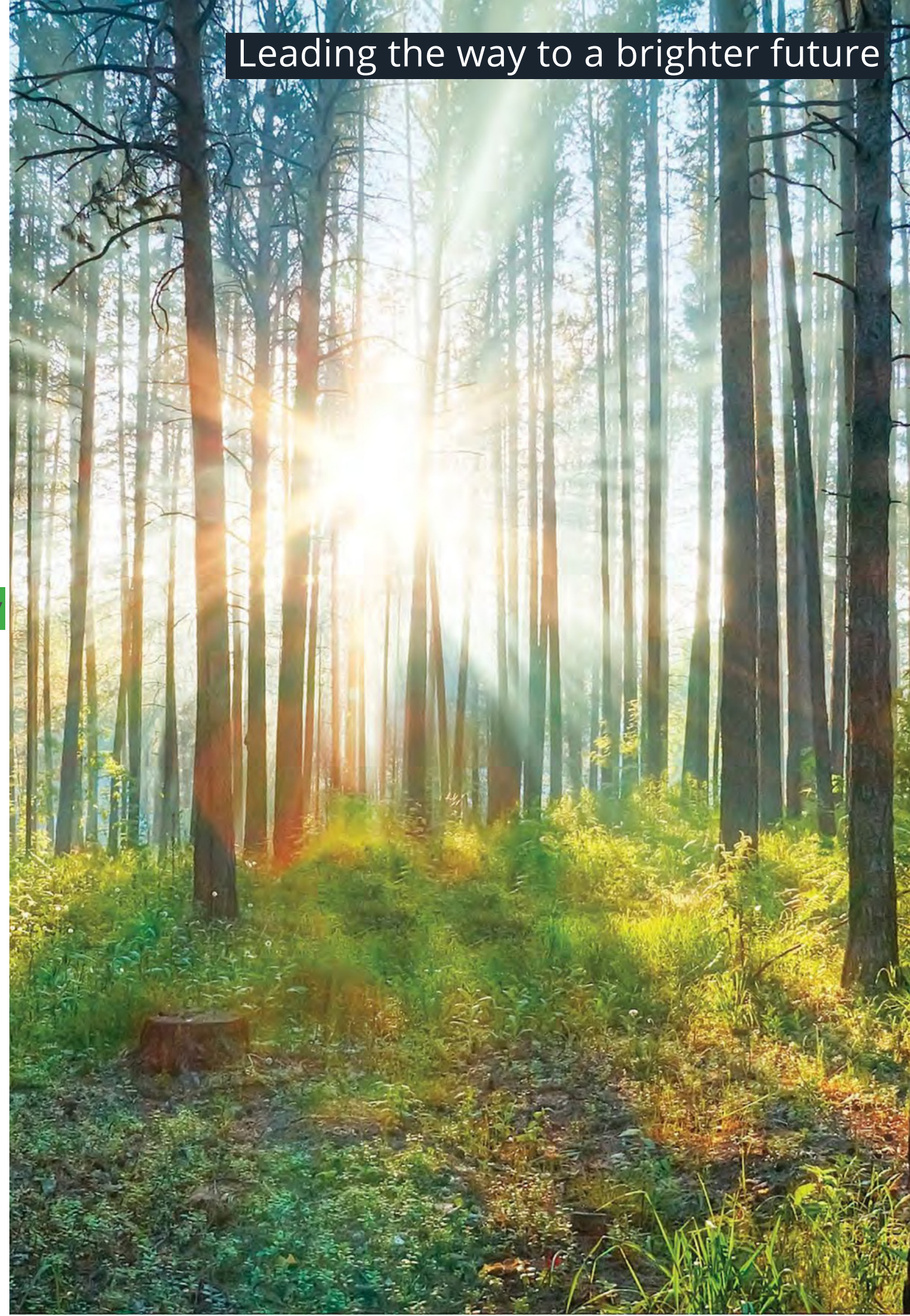
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Leading the way to a brighter future



## Terry Sullivan- CEO

When I started Chamberlaine Cleaning Services Ltd 45 years ago I understood the potential detrimental impact our activities could pose on the world around us.

It was my intention then as it is today that our activities should have minimal impact and I began to actively encourage processes and practices that in many cases actually had a positive environmental effect such as:- environmentally conscious chemical and paper procurement, becoming an aerosol free company, successful recycling systems, zero to landfill commitment and 'green clean' philosophy throughout our workforce.

This ethos has grown as the company has grown and I am pleased to say that today we are one of the most environmentally conscious and effective cleaning providers in London.

All employees from senior management, supervisors through to the cleaning operatives themselves are made aware of their roles and responsibilities within the organization, in relation to the companies environmental policy and are given sufficient training so as to contribute positively to the company's strategy.

The management team liaise and co-operate with our customers and our suppliers to ensure that the cleaning services we provide are assessed for environmental impact. Where appropriate we will recommend and guide our clients in the right direction when it comes to good environmental policy and the use of sustainable natural resources, with a great emphasis placed upon recycling.

The supply chain is regularly assessed, and we find supply partners such as, GreenSpeed, Jangro, Pink, iRecycle and First Mile who are all market leaders with a strong commitment to environmental protection, sustainability and pollution prevention.

I strongly feel that the planet and our environment are in need of help and aim to conduct our business in such a way as to conserve and enhance it for future generations.

Terry Sullivan, CEO



## The 'Green Way' is the only way

### Environmental Policy Statement

The management and all who work at Chamberlaine Cleaning Services Ltd are committed to comply with accepted environmental practices, including the commitment to meet or exceed applicable legal and other requirements for continual improvement of our Environmental Management System and to minimize the creation of waste and pollution. Therefore we will mentor our people and manage our process, operations and materials in order to reduce the environmental impact of our work.

We are committed to the principles of the circular economy and the responsible use of resources, and will seek to minimise waste and maximise the reuse and recycling of materials throughout our operations, and where possible, to work with suppliers who themselves have sound environmental policies.

We support the principles of the United Nations Global Compact and are committed to aligning our environmental practices with its Ten Principles, particularly those relating to environmental responsibility, human rights, labour standards, and anti-corruption. We recognise our responsibility to conduct our operations ethically, transparently and sustainably, ensuring that our environmental actions do not cause harm to people, communities or the planet, and that positive performance in one area does not offset harm in another.

In order to ensure the achievement of the above commitments, the organisation has implemented an environmental management system in alignment with the requirements of ISO 14001. Environmental objectives and targets are regularly set via the management review mechanisms to continually improve our environmental performance. Additional reviews of objectives and targets are conducted as necessary.

This policy and the obligations and responsibilities required by the environmental management system have been communicated to all employees. The policy is available to the public on request.

Chamberlaine Ltd is committed to the following: -

- Minimizing the generation of waste and reducing its environmental impact through adoption of circular economy concept
- Reducing the use of chemicals, water and natural resources
- Minimizing the use and emission to the environment of any hazardous materials to non-hazardous
- Purchasing recycled materials
- Provide copies of our environmental policy to customers and other 3rd parties as required
- Making all employees aware of our Environmental Policy

The purpose of this review document is to describe the Environmental Management System (EMS) of the Company and to outline our plans and responsibilities for identifying and addressing our environmental issues. We have an Environmental Committee, which is comprised of: Managing Director; and HSEQ Manager, they are responsible for reporting to our Board and making recommendations based on the ongoing management of our EMS.

#### APPROVAL & REVIEW

A review of all policies is undertaken annually, or more frequently if necessary, to ensure that each element of the policy remains suitable and appropriate to our organization. The review and approval is demonstrated by the signature as below as the authorized representative:

Signature: Electronically signed      Name: Terry Sullivan      Position: CEO      Date: 12th December 2025

*Version:10*

# Aims and Responsibilities

## AIMS

We are committed to maintaining and improving the economic and social wellbeing of all our employees and are also committed to contributing towards a sustainable safe and high-quality environment in our areas of influence.

This commitment is firmly grounded in Chamberlaine’s environmental policy statement that sets out the aims and objectives for improving the environment.

The policy’s overall aims are to:

- Pursue and encourage environmental sustainability
- Meet our legal and moral obligations
- Work in partnership with relevant suppliers with the same approach and our customers to promote environmental sustainability

To do this Chamberlaine will focus on reviewing and improving the following areas and activities: -

- Seek to maximize resource use in line with the waste hierarchy of waste prevention, reuse, recycling, energy recovery
- Make economic use of chemicals, energy, water, transportation and to minimize waste in all areas.
- Ensure that waste material is reused or recycled wherever practicable, with consideration to life cycle assessment.
- Sustainable use of resources and where practicable, seek to substitute primary resources with alternative materials.
- Communicate this Environmental Policy and any associated action plans or other relevant information to customers, suppliers and employees, encouraging their active involvement in environment issues

## RESPONSIBILITIES

Chemicals We ensure all employees are trained on all chemicals used, to ensure safety to themselves and the environment. It is also our responsibility to ensure that all chemicals used on site are adequately stored in order to prevent accidental spillage and release.

- Concentrate chemicals are predominantly used to reduce the amount of packaging and chemical miles
- Re use trigger sprays
- We are an AEROSOL FREE company
- We endeavor the use of chemical free system like water with unique micro-filtration system which helps us to reduce single use plastics and need for chemical usage

Air

- To reduce its own emission of pollution
- To encourage and assist employees to use public transport, walking, cycling via our green travel plan

Resources

To reduce the consumption on non-renewable resources and encourage their replacement with renewable resources.

Water

Our use of water is limited; however, we have taken a variety of steps to minimize water usage within our offices and through our cleaning activities. Waste Where possible we will recycle the waste, reducing environmental pressures from waste disposal by:

- The use of recycled paper and stationery in our office
- Use email or QR codes as much as possible instead of sending information on paper
- Print only as needed and use both sides at our head office
- The recycling of all waste office paper
- We currently recycle 100% of our head office waste
- All recycling waste is taken out on daily basis and collected by our approved waste partners, Recorra & First Mile
- To promote a reduce, reuse and recycle philosophy to all employees

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# Ongoing Development

We include environmental considerations in policy development, strategies and future business planning at all levels of the organisation. Promoting knowledge and understanding of the global and local environmental impacts of our business by:

- Training and raising awareness of Chamberlaine employees
- Use our purchasing power to promote environmental sustainability
- Engage all our suppliers on key topics of our environmental sustainability and ethical practices

## ENVIRONMENTAL IMPACT

We will take all reasonable opportunities to improve environmental impacts:

- Only buy supplies when necessary
- Procure products that are made from cradle to cradle recyclable materials
- Select the most environmentally friendly options for cleaning
- Buy energy-efficient appliances and equipment
- Source locally UK or EU-produced material and equipment
- Choose organic/ethical uniforms for our employees as much as possible
- Avoid single-use plastics
- Reducing our greenhouse gas emissions

## CONTINUAL IMPROVEMENT

To improve the policy and its implementation, Chamberlaine will:

- Inform all relevant suppliers of goods and services of Chamberlaine’s Environmental commitment about our sustainability, accountability and transparency
- Put in place systems to ensure that the policy is effectively implemented by staff
- To review the environmental policy every year / when necessary

## ENVIRONMENTAL ASPECTS & IMPACTS

We have conducted a full review of all potential environmental aspects, their potential impact on the environment and discussed at the management level how these might be addressed.

## MANAGEMENT RESPONSIBILITY

Chamberlaine Cleaning Services accepts that it has a responsibility to the principles of sustainability and environmental awareness as summarised by ISO 14001, and recognises the social and economic benefits of protecting the environment. Our approach to managing our environmental issues is aligned with ISO 14001.

## GREEN TRAVEL PLAN

Travel plans can assist in increasing accessibility whilst reducing congestion, local air pollution, greenhouse gases and noise. Importantly, a travel plan can increase business efficiency and equality, which is why an increasing number of organisations are deciding to produce voluntary travel plans.

The overall objective of the plan is to seek to ensure that employees are more environmentally aware:

- To enhance the organisation’s corporate social responsibility and environmental image
- To encourage the use of more sustainable modes of transport
- To reduce unnecessary travel
- To ensure that all employees are aware of the company’s Green Travel Plan
- To create a healthier lifestyle for those who walk and/or cycle

The travel plan aims to make significant changes to the way people travel to their workplace. This will result in a better local environment for pedestrians and cyclists, and result in cleaner air and less congested local streets. Producing a travel plan and generating positive publicity will improve Chamberlaine’s environmental image. Many alternative forms of travel include an element of exercise that will lead to a healthier workforce, possibly leading to improved morale and a reduction in health-related absences.

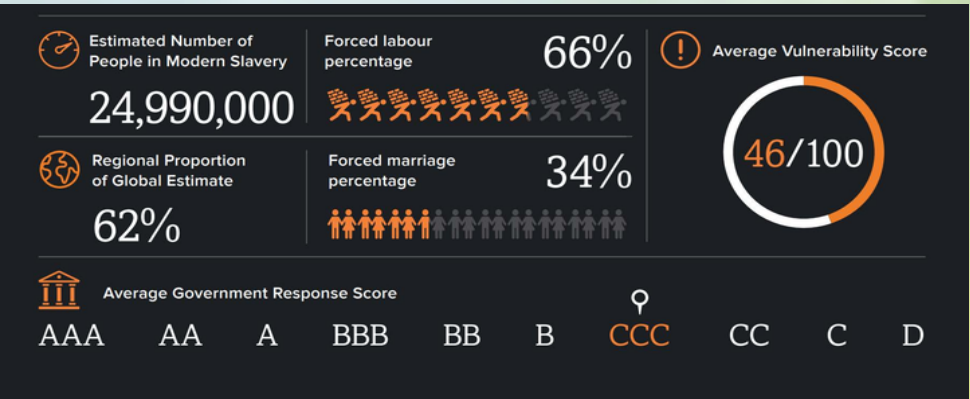
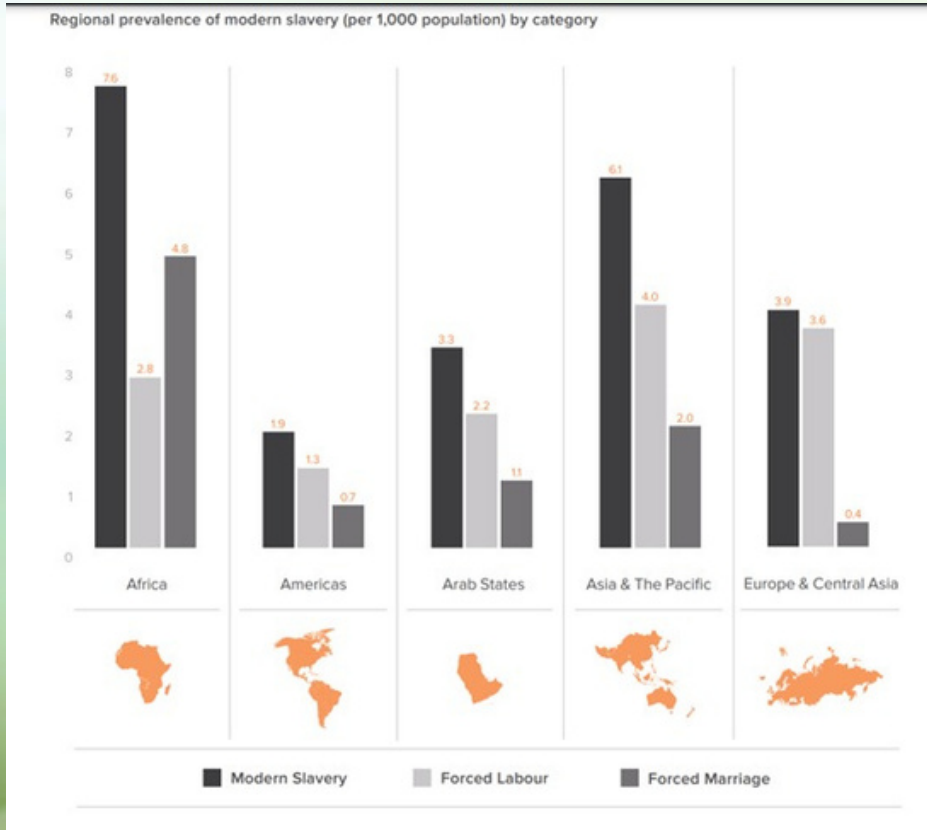
# ENVIRONMENTAL SOCIAL AND GOVERNANCE (ESG)

## ESG Impact our investment decisions

ESG investing goes beyond traditional financial analysis by incorporating environmental, social, and governance (ESG) considerations into investment decision-making. It evaluates Chamberlaine's performance as a steward of the environment using environmental standards that focus on energy consumption, waste management, pollution, conservation of natural resources, and the treatment of animals. Additionally, it assesses how the company manages its relationships with suppliers, customers, employees, and communities, as well as the quality of its internal controls, leadership, audits, and shareholder rights.

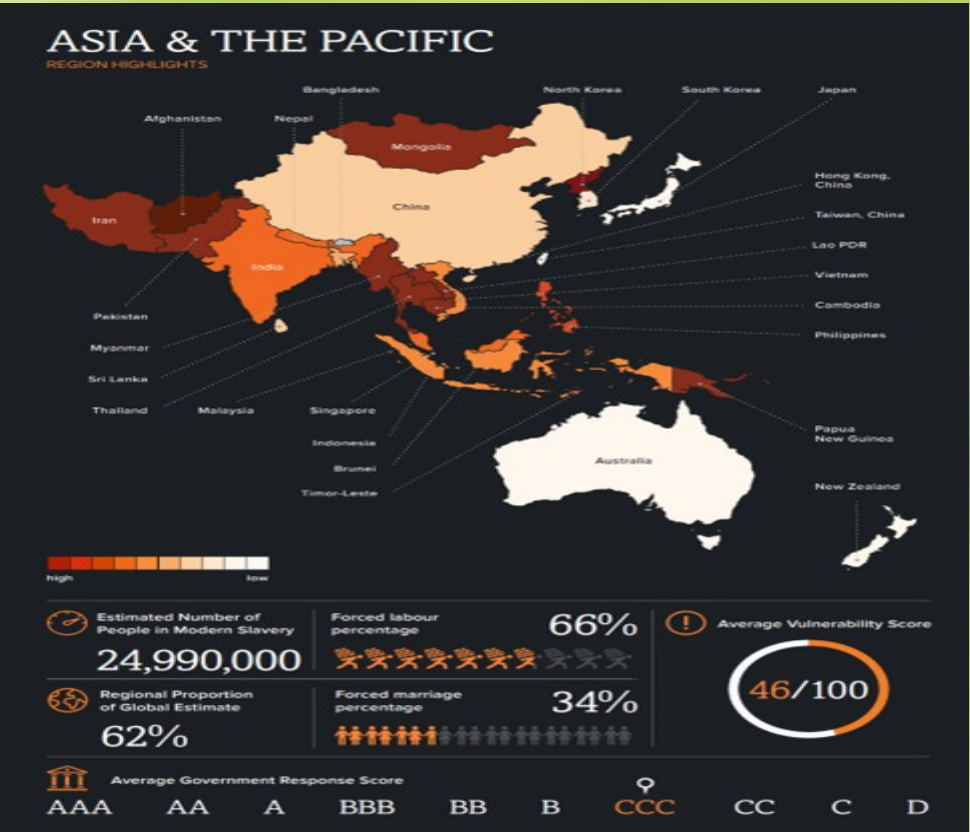
Globalisation through financial markets and foreign trade has been a defining factor over the last decades helping the international expansion of markets, and according with The World Bank around 50% of value chains have globalised and their interactions has contributed to support and boost over 1 billion out of poverty.

Nevertheless, globalisation vulnerabilities have become more visible an widely recognised, from environmental damage, social vulnerability, corruption and political instability. On the environmental spectrum supply chains require more transportation, leading to higher emissions and excess waste from the packaging of goods, on the socio-political spectrum supply chains drive specialised and dependant-shared knowledge and know-how of technology with partners in the supply chain. Therefore, any unrest and disruption will leave countries and regions in a vulnerable position.



The global events all around the world, are clear examples of how community health, planet equilibrium, and Geopolitical goals affect economic prosperity. It is believe that these events will propel to deglobalization trends in the coming years.

Environmental, social, and governance ESG factors can impact sustainability and long term success of the business. Identifying and analysing those trends and evaluating the risks and opportunities within the environmental and social dynamics will help Chamberlaine enhance its ability to make better decisions and map better objectives.



# ENVIRONMENTAL SOCIAL AND GOVERNANCE (ESG)

## Environmental, Social and Governance Responsibilities

This code of conduct sets out standards that we expect from our employees and all our stakeholders.

- Doing business responsibly provides the foundation for sustainable business growth.
- By lowering our carbon footprint, putting energy-saving measures in place, and establishing goals to achieving net-zero emissions, we are dedicated to fighting climate change and adopting a more environmentally friendly way of conducting business
- We pledge to support our local community and charitable causes, pay our employees a fair wage, and have policies against child labour, and discrimination. We also aspire to provide a value that extends beyond simply generating money by responding to their needs.
- We are committed to meet the highest level of Health & Safety allowing our employees to return home safely
- Throughout our activities, we are dedicated to upholding human rights, safe working conditions, and fair labour standards
- We still put the welfare of our employees first, encourage diversity, and offer equal chances
- We practise philanthropy and contribute significantly to addressing social concerns and enhancing local communities
- we are committed to our ongoing apprenticeship programme, with one currently active program in place
- we support guiding principles on business, Human Rights and ethical trading
- We take modern slavery risk mapping for all business operations and remediation across our supply chains
- As part of our commitment to transparency and accountability, we prioritise open communication, provide clear and timely information and foster an environment that encourages our shareholders to participate and share their opinions

China Slavery Index and Vulnerability to modern slavery



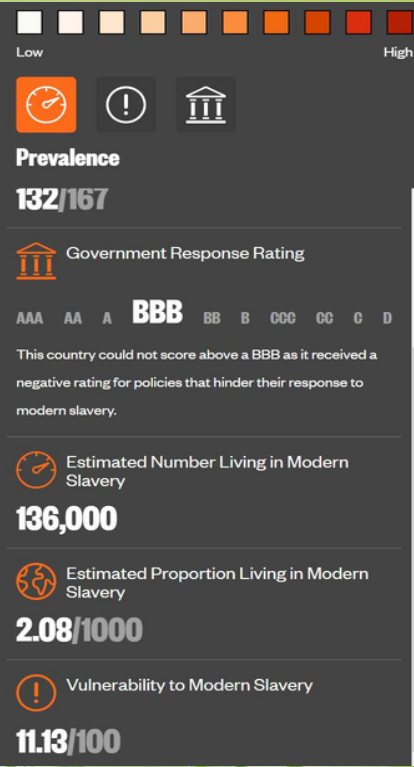
UK Slavery Index



### Modern Slavery Risk- Assessment training

We have incorporated modern slavery risk assessment into our current training process, In addition we have compiled additional specific training process and communication and awareness to offer information on ethics and human rights, this makes our program in modern slavery emerging, evolving and dynamic.

UK Vulnerability to modern Slavery



# CIRCULAR ECONOMY

AIMS Chamberlaine Cleaning Services is committed to sustain and further develop our circular economy model with special emphasis in using our resources as long as possible, extracting maximum value from them, minimizing waste and promoting resource efficiency

By moving into a more circular economy Chamberlaine intend to optimise our use of resources within the economy by increasing the duration of products and consumables useful life and ensuring that those products that have reached the end of its life can be productively use over and over creating further value within a sustainable circle. This transition requires a new approach with our supply chain



Attributes we look towards our supply chain are:

- Product design
- Innovation and market models
- Distinctive ways of turning waste into resources
- Passion for changing consumer behaviour

## WHAT IS CIRCULAR ECONOMY. ?

In a circular economy raw materials are use and reuse over and over again. In this way waste is avoided closing the cycle. “do more with less”

In a circular economy the value of raw materials is retained as much as possible throughout the product’s lifecycle, from design to disposal.

Refuse, rethink, reduce relate to the changing use and design of products. Examples are avoiding the use of plastic cups, sharing cars and producing the same products with fewer raw materials.

Repurpose, recycle, recover cover the end of a product’s life: components can be repurposed, while materials can be recycled and, as a last option, incinerated with energy recovery.

## WHAT DOES OUR STRATEGY INVOLVE

Chamberlaine is focusing on 3 ambitions

**Ambition 1:** Reducing consumption of consumables

**Ambition 2:** Reusing more, microfibre cloth reuse up to 800 cycles, & GreenSpeed bottles 100% reusable

**Ambition 3:** Discard less, small percentage of our waste to be redirected to RDF Refuse derived fuel



# NET ZERO CARBON STRATEGY

## Commitment to achieving Net Zero

Chamberlaine Cleaning Services is committed to achieving Net Zero emissions by 2040.

As part of our ISO 14001 commitments, we have maintained a Zero to Landfill thereby reducing our Scope 3 emissions. This reduce methane – a highly potent greenhouse gas.

We have a dedicated travel policy that encourages the use of public transportation, videocalls and other methodologies to reduce travel emissions.



## Develop Further our Circular Economy Principles by::

- Repurposing existing materials & equipment
- Reducing the need for material replacements during cleaning materials life cycle by choosing longer-lasting products
- Designing for adaptability and reuse



## Carbon Mission:

- To continuously source effective, creative and eco-friendly cleaning solutions
- To make an impactful difference to the environment with low carbon footprint decisions
- To work closely with our carefully chosen supply partners to find the best and most suitable products and innovations
- We will continue to be technology and innovations pioneers in chemical free cleaning and implementing this wherever possible
- We will continue to lead the way in the field of Biotechnology embracing ecological cleaning solutions such as probiotics, prebiotics and synbiotics
- We seek to source the latest products, solutions and initiatives that reflect sustainable living and working

## Restore climate balance to achieve net zero carbon by:

- Replacing fossil energy elsewhere

## Baseline Emissions Footprint

- Baseline emissions are a record of the greenhouse gases that have been produced in the past prior to the introduction of any strategies to reduce emissions
- We will measure our reductions against this baseline emissions reference point



# Waste Management

Chamberlaine Cleaning Services are an ISO 14001, 'Zero to Landfill' accredited company. No waste collected from any of our client's premises ever goes to landfill.

We try to encourage the recycling of as much waste as possible and all non-recyclable waste is used to generate electricity.

As part of our commitment to continuous improvement on the 9th July 2012 we moved our waste management contract over to well-known prestigious waste recycling companies, Recorra and First Mile Ltd.

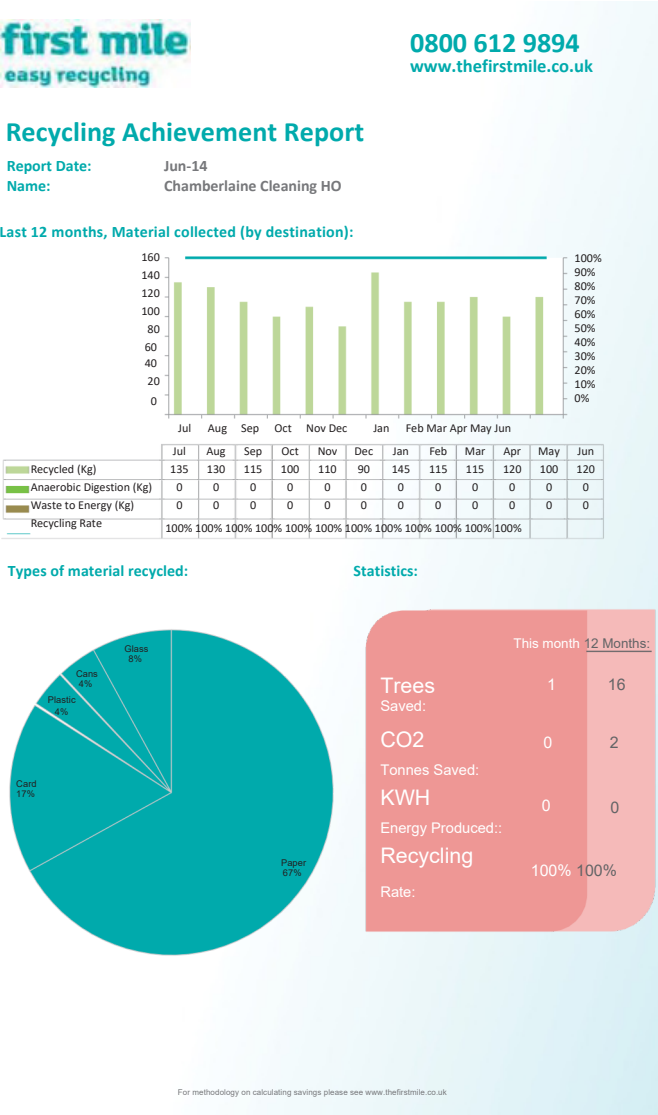
First Mile and Recorra are both committed to sustainable growth and absolute carbon reduction, with the goal of net-zero emissions. First Mile is B-Corp certified, and Recorra is transitioning to electric trucks and deploying cargo bikes to transport their waste as part of their sustainability programme.

As well as the usual general waste and mixed recycling collections we also provide:

Confidential Waste Recycling, Electrical Recycling, Toner & Cartridge Recycling, Battery Recycling and Food waste to energy services.

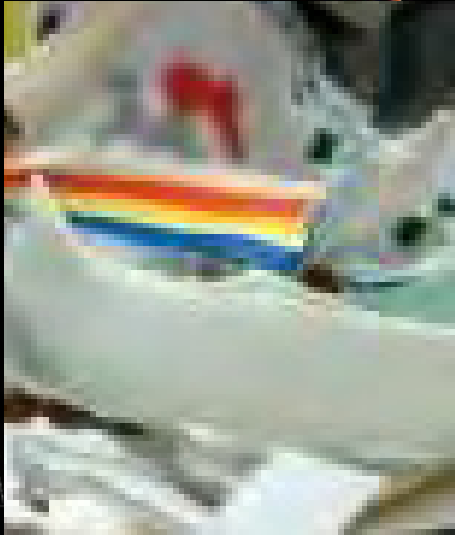
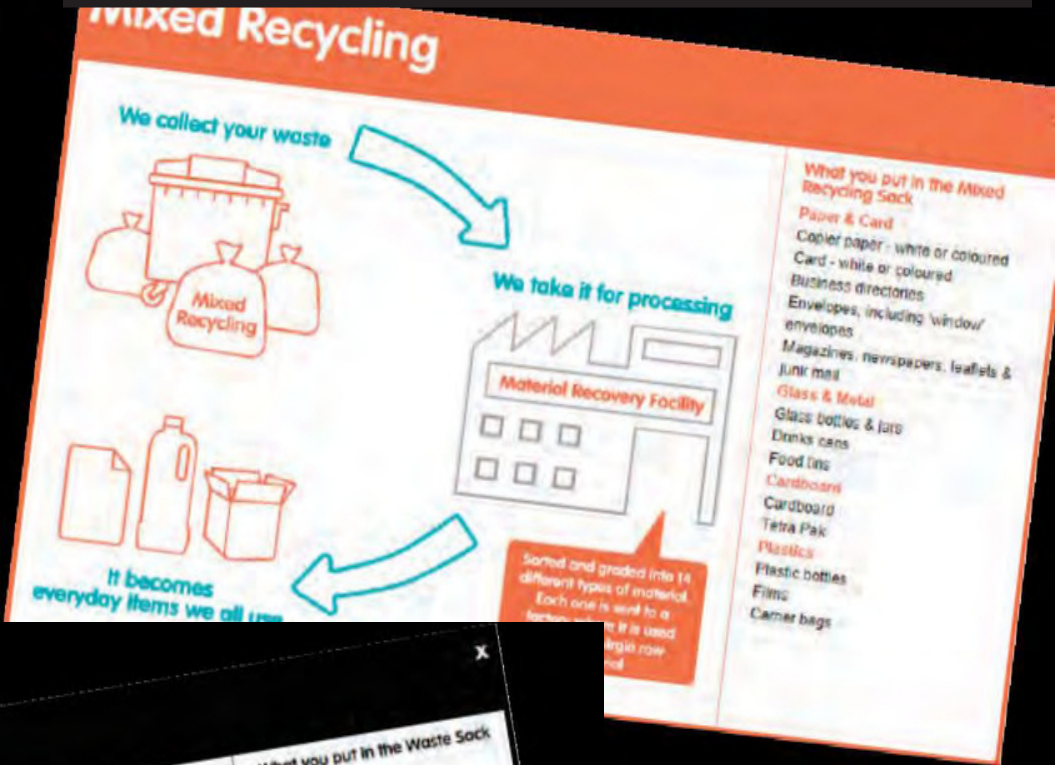
All our customers are able to access periodical Recycling Achievements Reports. These show how much waste has been collected and how much CO2 has been saved from entering the atmosphere along with how much energy (kWh) has been generated from the waste.

We are also able to supply eco-friendly recycled office paper back to our customers which is made from the recycled material we remove from their offices. This creates a full 360- degree service.



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Committed to making a difference





# Green Procurement

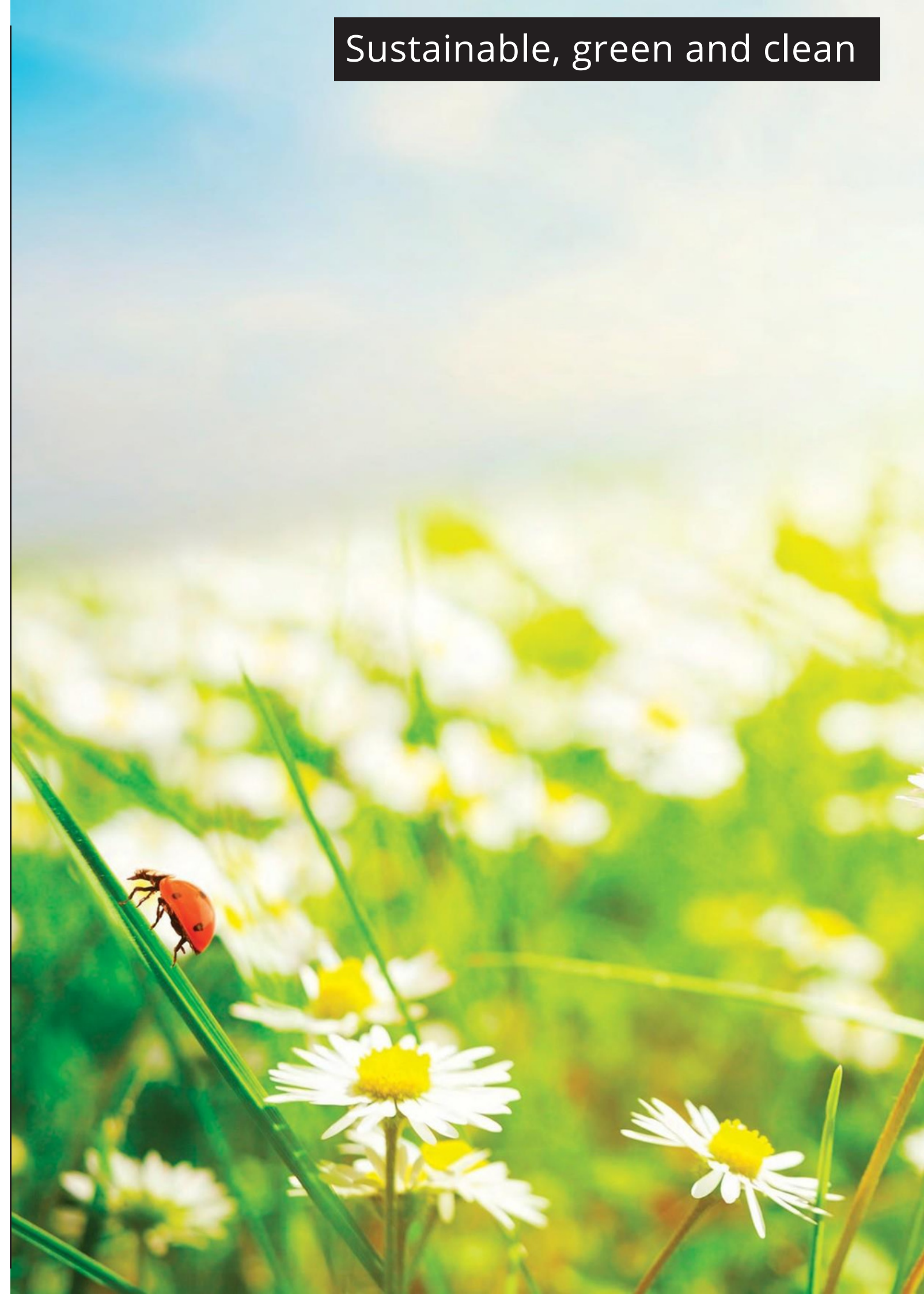
We proactively conduct our procurement processes and insist that Green Procurement requirements, targets and expectations are set throughout our supply chain.

Our Green Procurement Team encourage our suppliers and sub contractors to continually improve their environmental performance and provide us with the most environmentally friendly products and services possible.

We require that all agencies, consultancies, suppliers and sub- contracting companies make their employees aware of this policy and ensure that their employees observe it when engaged in contracts or providing services on our behalf. Relevant checks are made at regular intervals to ensure this is understood and implemented.

## Our Green Procurement Pledge

- To only purchase environmentally sound consumables, equipment and chemicals, paying particular attention to the whole life cycle cost, environmental impact and sustainability
- Continue to reduce chemical miles and waste packaging through the use of concentrates
- Not to use any aerosols within the business
- Continue to embrace new technology and innovations
- Reduce the unnecessary use of electricity, water, gas and reduce waste
- Minimize the size of our fleet and phase in hybrid / LPG / electrically powered vehicles
- Increase the use of digital documentation for quotations, contracts, invoicing and administration
- Only supply recycled paper products or paper products from sustainably managed forests to our customers





# Green Travel Plan

We recognize that using alternatives to the private car makes the local environment better for all of us. Congestion costs businesses money and poor air quality from traffic fumes affects everyone's health. For these reasons we believe employers have an important role in making commuter journeys more environmentally sustainable and we are no exception.

This is another important step in helping to make our vision of a greener London a reality.

1. Benefits of Green Travel The following significant benefits have provided Chamberlaine Cleaning Services impetus to prepare and adopt this Green Travel Plan:

- Reduced negative environmental impacts both globally and within the local area
- Improved staff health, motivation and satisfaction due to increased physical activity and improved travel options
- Reduced staff absenteeism due to improved physical health and motivation. Improved economic efficiency
- Savings in travel and commuting expenses for staff

2. The Main Objectives There are three main objectives of the Green Travel Plan

- To promote alternatives to the car for employees making trips to, from and during work
- Reduce the company's carbon footprint
- To promote greener vehicles for service delivery

3. Green Concepts and Benefits

Whilst each action in this Green Travel Plan will be championed by the General Manager and green procurement team, the plan will only be truly successful with the co-operation and support of all.

Below is a list of simple things that we have implemented in order to achieve our goals:

i. Green Travel Induction - Ensures all employees receive induction packs which include bus, tube and cycle hire maps and information

Benefits: Employees will be more aware of their full range of travel options and can begin forming good travel habits from the start

ii.. Teleconferencing - Promote teleconferencing to replace some work trips where possible.

Benefits: While not suitable for all meetings, quick group discussions by phone / video can reduce the time and cost of many work trips

iii. Electrically powered - Hybrid and LPG over Petrol. We are phasing out all petrol and diesel vehicles in our fleet in favour of hybrid and electric vehicles

Benefits: Electrically run / Hybrid vehicles are becoming cheaper to purchase and even cheaper to run. They are exempt from the congestion charge and there is no need for re-fueling – just plug the vehicle into a power point overnight. No petrol costs, no emissions!

iv. Home working - When feasible encourage office staff to work from home via our cloud based Templa system.

Benefits: Home working reduces the need for staff to commute to work, thereby reducing the company's negative environmental impacts. Giving staff the option to work from home, or to work flexible shifts, will also increase their job satisfaction



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Working towards a better tomorrow



# In safe hands

Need an effective  
environmentally friendly  
cleaning solution?

Call Chamberlaine today!

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