

INTRODUCTION

Cleansing Service Group Limited is a long-established privately-owned waste management company committed throughout its history to the principles of traditional ethical trading in all those areas in which it operates or has influence.

These principles are constantly reviewed and refined to support our adoption of ethical business policies based on: –

- The environmental imperative for sustainable waste management.
- The need for exemplary standards of health and safety both in our own and our customers' workplaces.
- The importance of working in close harmony with regulatory bodies and observing the laws and regulations they oversee and enforce within our industry.
- The need to support all our staff through fair remuneration, a safe working environment, career advancement opportunities and skills development.
- The need for corporate business to reach beyond its own commercial bubble to take a wider supportive role within the industry in which it operates, the local community in which it is based and the charitable sector.
- The importance of fair and transparent standards of business practice in our relationships with customers, suppliers and other stakeholders together with the provision of expert technical services.

OUR PRINCIPLES

The Environment

CSG provides waste management services and operates nationally across a broad range of commercial, industrial and domestic sectors.

Its operational raison d'être is to efficiently and safely collect, process and dispose of the many waste streams for which it is responsible and maximise their reuse and recycling potential whenever economically and technically possible in full compliance with prevailing legislation.

Accepting that waste arising from human activity constitute one of the main environmental impacts on the planet, the group recognises that its chosen sphere of operations, and the way it performs its business activities, is of particular relevance to the environment and places a burden of responsibility on us over and above the need to achieve commercial success.

The Group has, therefore, made a conscious policy decision to build the goal of ethical, safe and, wherever possible, sustainable waste management into all its work practices, processes and methods of operation. This is achieved through the use of an accredited integrated management system which adheres to ISO 9000 and ISO 14001 which is independently audited.

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Cleansing Service Group Limited accept that managing the environmental implications of our business activities, both at our own sites and those of our customers, should be a core, Group wide responsibility and a key part of our corporate governance.

In this way we hope to support the environment by: –

- Reducing and minimising waste related environmental degradation.
- Promoting sustainable waste management practices throughout the sectors in which we operate by researching, developing and adopting Best Practice technologies.
- Conserving finite natural resources with a view to their reuse.

We seek to ensure that the Group minimises the harmful effects and maximises the beneficial effects which its activities have on the environment by following a comprehensive programme of Group wide, on-site working practices which actively discriminates in favour of the environment.

Because we believe that good environmental practice begins 'at home' we undertake to: –

- Carry out our trading activities in such a way that an ethical consideration for the environment is given equal weight alongside all the other requirements necessary for commercial success.
- Ensure the business complies with, or exceeds, all current environmental and health and safety legislative requirements and is prepared to deal with the demands of future legislative developments.
- Achieve high levels of environmental protection at our permitted sites by preventing or reducing air, water and land emissions through the adoption of Best Available Techniques.
- Gain and regularly renew accreditations to relevant environmental management standards and demonstrate our commitment to high standards of conformity by benchmarking our performance against industry standards.
- Work in close co-operation with statutory environmental regulators and welcome their involvement with our operations.
- Work towards a reduction in our consumption of resources such as raw materials, energy, fuel and water whenever possible, and to minimise our own waste creation.
- Maintain effective management systems to identify and control environmental and health and safety risks under normal, abnormal and emergency conditions.
- Ensure environmental impact is considered when purchasing new plant, machinery and services or when introducing new processes.
- Ensure that environmental activity at all our sites is overseen and co-ordinated by specialist staff members.

Customers

At the core of our ethical commitment is the provision of environmentally sound, legal and honestly conducted waste management services to our customers by: –

- Strictly observing the Duty of Care we owe our customers to manage their waste in accordance with all statutory regulations.
- Constantly improving the technical services we provide through a programme of capital investment in waste handling and processing facilities specifically chosen for their environmental efficacy.

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- Improving and promoting environmental awareness and performance throughout the industries in which we operate by freely providing informed advice, guidance and practical assistance to customers seeking to 'green' their waste management procedures.
- Ensuring constant renewal of all necessary permits and third party accreditations (e.g. ISO 18001) which provide our customers with a third party endorsement of our expertise.
- Remaining responsive to market requirements and our customers' special needs.
- Creating longterm beneficial partnerships with our customers built on fair trading arrangements and an emphasis on customer service.
- Striving to exceed our customers' expectations of us.
- The Company produces KPI dashboard reports which can be tailored to the client's Sustainability Reporting requirements. For example, reports can identify the waste streams, volumes collected, and percentage recycled.

Staff

We accept that no service company can grow and prosper without a well trained, motivated and clearly valued workforce focused on good customer relations. We seek to achieve this by: -

- Giving priority to a programme of ongoing training to ensure that all our operational and advisory staff are fully familiar with relevant waste processes, procedures and legislation and aware of the environmental significance of their day-to-day work.
- Investing in and developing employee skills and aspirations in close collaboration with them and encouraging their individual contributions to the company.
- Remunerating our employees in a fair and proper manner.
- Ensuring their health and safety at work is never compromised.
- Embracing the diversity of our entire workforce and adopting a policy of zero tolerance in respect of racial, sexual or political discrimination.
- Ensuring Cleansing Service Group's employees are fully aware of our Environmental Policy and Procedures and are committed to implementing them in the company's day-to-day activities.
- Subscribing to the principles of and being accredited to Investors in People.

Suppliers

We source a wide range of goods, services and consultancy – sometimes in collaborative technical development partnerships – in order to operate our business. We believe that forging good relationships with our suppliers is important to our success and seek to: -

- Trade with all our suppliers in a fair and honest manner and respect the specialist expertise they can offer the company.
- Ensure the safety of supplier representatives visiting our sites.
- Make our suppliers aware of the standards and policies guiding our business activities.
- Ensure that goods and services provided to us are not, and have not been, detrimental to the environment, health and safety or human rights and come from suppliers embracing business ethics consistent with our own.

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Community relations

We accept that the company has a responsibility to look beyond its own commercial activities in order to enhance the corporate aspirations of the waste industry and support the work of local communities and the charitable sector. We seek to do this by -

- Reinforcing the link between sustainable waste management and protection of the natural environment by offering practical and financial support to selected charitable conservation organisations, both at home and overseas, including those whose work can help mitigate our carbon emissions.
- Contributing to environmental improvement schemes and local communities via the Landfill Communities Fund sponsorship scheme.
- Freely sharing our technical expertise with all interested parties through the publication of material in the specialist media and via staff contributions to professional events.
- Working in close cooperative partnerships with regulatory bodies and local authorities in order to pursue Best Practice waste management and harmonious relationships with local communities.
- Being sensitive to local needs and responding quickly and helpfully to any concerns that might arise from activities at our sites.
- Devoting part of our income, and computer technology excess to requirements, to help alleviate poverty and provide educational opportunities in poor communities overseas

[Details of some of our charitable and overseas aid contributions can be found on our website www.csg.co.uk]

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SECTION: POLICIES

OWNER: ASSOCIATE DIRECTOR - TECHNICAL

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