

ENVIRONMENTAL POLICY

Sayes recognises its responsibility towards environmental protection and operating in a sustainable manner. We are therefore committed to the care of the environment and improving our environmental performance as an integral and fundamental part of our business activities.

We will.

- Comply with environmental legislation and approved codes of conduct.
- Integrate the consideration of environmental concerns and impacts into all decision making and activities from design stage through to installation and commissioning.
- Reduce waste through re-use and recycling and deal only with reputable registered waste carriers.
- Promote efficient use of materials and resources including water, energy, vehicles, and raw materials especially where they are non-renewable.
- Operate and maintain company vehicles with due regard to environmental issues as far as reasonably practical and encourage the use of alternative means of transport and vehicle sharing where appropriate.
- Purchase and use environmentally responsible and energy efficient products, accordingly, including recycled, recyclable, and refurbished products and materials where these alternatives are available, economical, and suitable.
- Minimise the use of hazardous waste wherever possible, seek substitutes where feasible and take all reasonable steps to protect human health and the environment when such materials must be used and stored.
- Ensure hazardous waste and materials are disposed of in a safe and responsible manner.
- Ensure all site procedures including waste disposal and minimising noise disturbance to neighbours are always adhered to.
- Where required to by legislation or where significant health and safety and environmental hazards exist, develop, and maintain appropriate emergency and spill response procedures.
- Promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner.
- Continually strive to improve our environmental performance through improved practices and by periodically reviewing our environmental policy in accordance with our business activities and current legislation.
- Ensure our supply chain shares our environmental commitment through supplier and sub-contractor appraisals.
- Communicate our environmental commitment to clients and customers and encourage them to support it.
- Address all complaints about any breach of our Environmental Policy promptly and to the satisfaction of all concerned, in line with our Environmental Complaints Procedure.

Any instance of doubt about the application of this policy, or questions regarding environmental issues should be addressed to Glen Walton who is responsible for the overall effective operation of this policy.



Minimising Environmental Impact – Method Statement

Description of Works:

All our works have the potential of causing an Environmental impact, however through careful planning, adherence to this Method Statement & our Environmental Policy we believe this impact can be significantly reduced.

Assessment of Significant Risks:

- Excessive travel whilst carrying out works
- Non-recyclable waste disposal
- Oil spillage
- Refrigerant Gas Handling

Resources Required:

- Efficient Fleet Management
- Recyclable waste collection
- Oil spillage kits
- Refrigerant Gas Handling Training

Control Measures to Be Used:

- Contracts Engineer to ensure operatives travel together where possible and any deliveries are directed to site.
- Fleet manager to monitor fleet for effective MPG and running costs.
- Contracts Engineer to confirm if recycling is available on any contract sites and if so, arrange for its use.
- Contracts Engineer to be aware of recycling facilities at Head Office.
- All Operatives involved in Oil work to be correctly trained and aware of the possible consequences of an oil spillage
- Operatives to carry oil spill kits in the event of a leak to minimize any impact.
- Engineers working on refrigeration systems to be correctly trained and hold a valid refrigeration handling certificate.



Environmental Complaints Procedure

Purpose

To define the process for recording and responding to environmental complaints received by Sayes

Scope

This procedure covers all formal environmental complaints relating to the activities and services of Sayes.

Definitions

Environmental complaint.

- A documented critical observation or query about the Company's environmental aspects, policy, management system or performance from interested parties requesting a response or remedial action, or otherwise worthy of response.
- A complaint, verbal or otherwise, from an employee regarding environmental issues and their management and to which the employee requires a resolution and/or which requires senior management consideration

Responsibilities

The initial recipient of a complaint is responsible for determining whether the complaint qualifies for action under the provisions of this procedure, in association with the complainant. In the case of dispute, the complainant will refer the complaint to Glen Walton, Design Director for adjudication.

Glen Walton is responsible for maintaining a register of environmental complaints and complaint referrals.

Glen Walton, or his nominated representative is ultimately responsible for ensuring that appropriate actions are taken to investigate all environmental complaints documented in accordance with this procedure, and that where necessary, communications are held with the relevant interested parties (in compliance with the appropriate procedure).

Site Supervisors, Line Managers and Site Managers are responsible for ensuring that environmental complaints, which relate to their area of responsibility, are investigated and the results of investigations forwarded to Glen Walton.

All employees are responsible for contributing to the planned resolution of complaints, in so far as they relate to matters within their control

Procedure



All environmental complaints will be reported and recorded on the company's Environmental Complaint and Incident Log Sheet.

- 1) A copy of a completed log sheet will be forwarded to Glen Walton, or nominated representative, within seven working days of the initial receipt of the complaint.
- 2) The complainant will be informed of the actions being taken because of the complaint, within 21 days of the complaint first being received.
- 3) Glen Walton or his nominated representative will confirm receipt of the log sheet and maintain a record of the complaint.
- 4) For each recorded complaint, a corresponding Environmental Complaint, and Incident Action Form (as attached) will be completed by a Line Manager/Site Manager/Site Supervisor, as appropriate.
- 5) The complaint will be fully investigated, and a completed action form will be returned to Glen Walton within 28 days, together with a copy of the original complaint correspondence.
- 6) Persistent or unresolved and repeated complaints will be dealt with by Glen Walton, and positive action and remedial measures will be implemented to avoid reoccurrence.

Waste Management

Sayes is committed to the protection of the environment through the implementation of an effective waste management system that meets all legislative and regulatory requirements placed on it. The company is continually striving to improve its waste management practices and aims to achieve a steady reduction in the proportion of waste sent to landfill.

When disposing of waste, the following principals should be followed:

- | | |
|-----------------------------|--|
| Reduce: | Where possible reduce the purchase of single use items such as non-rechargeable batteries. Return goods that are not required to suppliers. |
| Re-use and Repair: | Ensure that all items are at the end of their usable life before disposing of them. Re-use and repair equipment rather than replace it where appropriate |
| Recycle: | Make full use of the company's recycling facilities at the head office to recycle paper, cardboard, plastics, and metal. Site personnel are to make full use of site recycling facilities where available. |
| Responsibly Dispose: | Ensure compliance with the Environmental Protection Act 1990 Duty of Care and the Hazardous Waste Regulations 2005. |



All employees have a personal responsibility for the way their conduct impacts on this policy and should take reasonable care to ensure that a responsible and approved disposal system is in place before undertaking any activity that results in the production of waste.

A handwritten signature in black ink, appearing to read 'S. Tatler'.

.....
Steve Tatler, Managing Director