



## QCC Environmental and sustainability policy

Quality Care Cleaning Ltd is a provider of cleaning services in and around the Cambridge area. Our principle activities are the cleaning of offices, laboratories and other commercial premises.

### Our aim

We are committed to sustainable development (meeting the needs of the present without compromising the ability of future generations to meet their own needs) as a guiding principle within our work. Concern for the environment is an integral and fundamental part of this commitment. Our aim is to reduce the impact on the environment from our operations. We believe in "People, Planet & Profit" in that order.

Our policy is to meet and, where practicable, exceed all relevant regulatory requirements and to minimise any adverse environmental effects caused as a result of our activities and products used. Our main aims will be to achieve the following;

- **Social sustainability and human capital which is essential in a service industry**
  - To promote a workplace culture that values people and communities, inspires employees to be more productive resulting in a more attractive business to investors, customers and future potential employees.
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- **Environmental & Sustainability Management**
  - To promote sound environmental management policies and practises throughout the Company and to Clients.
  - As a minimum, to comply with the requirements of relevant legislation
  - To reduce, and where practical prevent pollution
  - To adopt targets for improving environmental performance
  - To ensure a sound understanding of current environmental performance.

### How will we make a difference?;

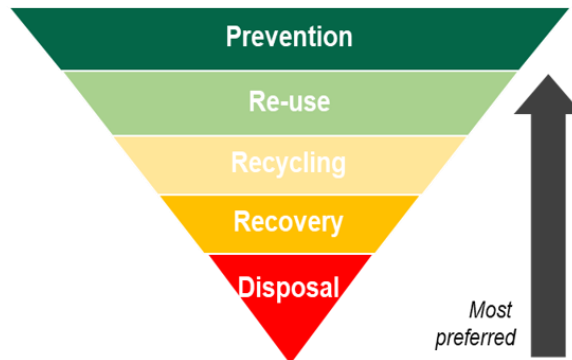
- **Reduce water usage**
- **Reduce our energy consumption**
- **Reduce carbon emissions**
- **Minimise waste, maximise recycling**
  - We will promote and implement the segregation of waste streams to ensure opportunities to Prevent, Re Use, Recycle are realized.
  - We will promote the implementation of centralized segregated waste systems amongst our clients.
  - We will work electronically where possible to reduce the use and wastage of paper.





- We will promote economic waste streams for hazardous waste to reduce carbon emissions where possible with our clients.

**Our approach to waste can be better explained in the following Waste Hierarchy diagram;**



- **Responsible procurement**

- We will assess all suppliers as part of our procurement process to promote “life cycle thinking”
- When we source chemicals, we will consider how the product may have harmed the environment during manufacture as well as when we intend to use them.

- **Raising awareness**

- To communicate internally and externally, the Company’s environmental objectives and performance.
- To raise awareness to staff and clients of the Company’s impact, activities and performance and good practise.
- To provide the appropriate training and feedback to staff.
- To encourage and facilitate suggestions on good environmental practise
- In addition, and as a supplier to many other businesses operating in a variety of industries, we are in a position to promote and provide solutions via our operations and services to benefit the wider sustainability agenda and to feed into their own policies.

## RESPONSIBILITIES

Employee involvement in environmental & sustainability matters is encouraged at all levels and will be promoted through training, communications and a constant reappraisal of working methods and techniques.

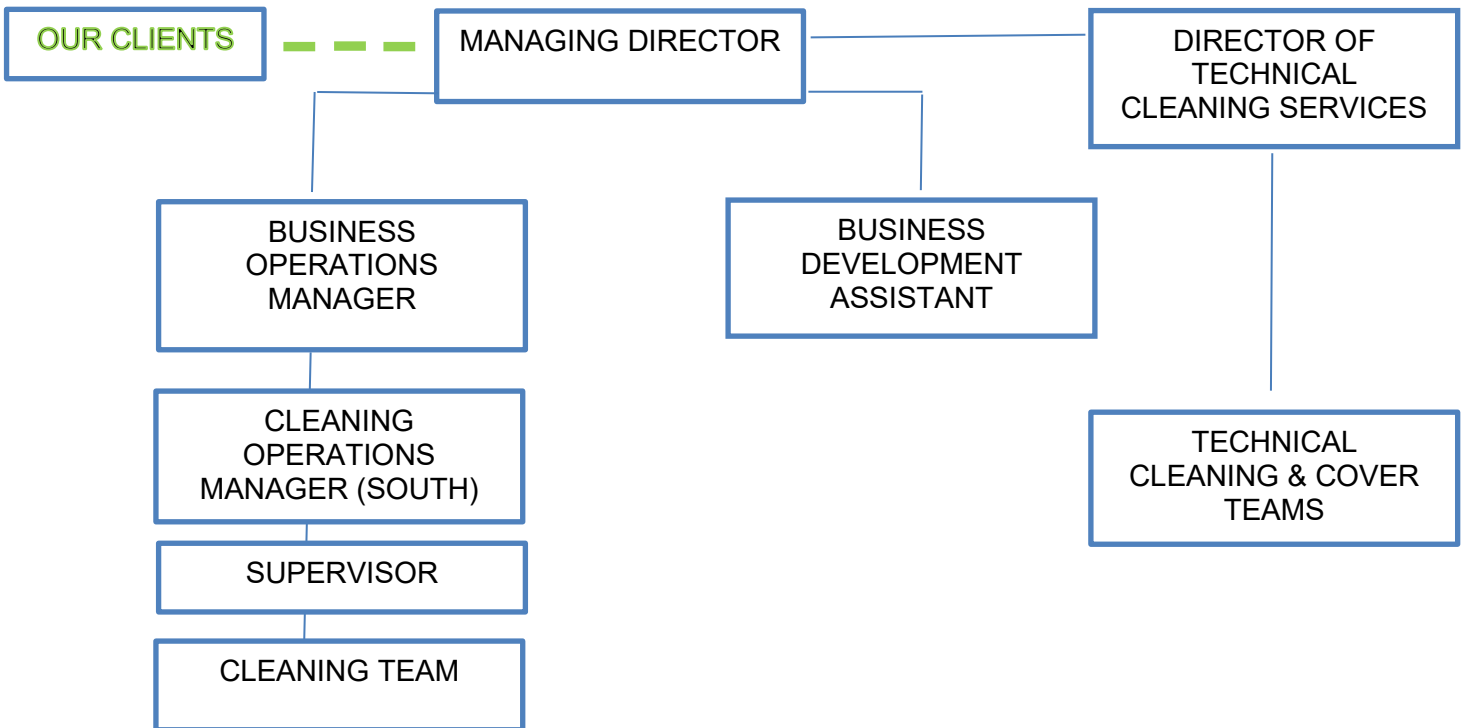
The Directors and management of Quality Care Cleaning Ltd are committed to the implementation of this policy and will give full backing to all those authorised to carry it out.


Our environmental management system which applies to all of our activities provides for the setting of objectives and targets and it is our aim to secure continual improvement in environmental performance.





**ENVIRONMENTAL & SUSTAINABILITY ORGANISATIONAL CHART**



Signed   
Joanna Goode  
Managing Director

Dated: 01/04/2025





- **The Managing Director's Responsibilities**

- Ensuring the company complies with the relevant Environmental & Sustainability legislation
- Reviewing the performance of Directors in relation to Environmental & Sustainability policy and objectives
- Allocating the necessary resources for Environmental & Sustainability performance.
- Ensuring that the organisational structure is appropriate to manage Environmental & Sustainability policy
- Reviewing Environmental & Sustainability policy performance on an annual basis
- Assuming ultimate responsibility for Environmental & Sustainability policy management
- Ensuring an Environmental & Sustainability policy covering company activities is in place
- Ensuring that the same management standards are applied to Environmental & Sustainability policy as to other management functions.
- Ensuring that Environmental & Sustainability policy is integrated into the management structure.
- Ensuring that equal importance is applied to Environmental & Sustainability policy as to other business functions.
- Ensuring that competent persons are employed to assist the company in carrying out their statutory responsibilities.
- Ensuring the overall implementation of the Environmental & Sustainability policy
- Reviewing at least annually the Environmental & Sustainability performance of the Company in association with the other directors
- Ensuring Environmental & Sustainability policy responsibilities are assigned to appropriate delegated employees.
- Ensuring the policy, and any subsequent Environmental & Sustainability awareness communications are brought to the attention of relevant employees.
- Ensuring the Company complies with all Environmental & Sustainability legislation.
- Ensuring there is effective liaison between all parts of the business, managers and employees on Environmental & Sustainability matters.

- **The Business Development Assistant**

- Understanding the main requirements of the Environmental & Sustainability policy.
- Measuring and challenging the effectiveness of the policy and practises.
- Advising Directors and other managers on the actions needed to implement the Environmental & Sustainability policy
- Monitoring Environmental & Sustainability activity trends and reporting this to Directors to manage performance.
- Researching within the industry and outside of the Cleaning industry to identify or develop practises, sources suppliers, find innovative solutions which will improve the sustainability of our operations, and reduce the negative environmental impact on our operations.





- **The Operations Managers, Supervisors & Director of Technical Cleaning Services**
  - Understanding the main requirements of the Environmental & Sustainability policy.
  - Ensuring that suitable and sufficient training is provided at all levels of staff.
  - Advising Directors and other managers on the actions needed to implement the Environmental & Sustainability policy
  - Monitoring Environmental & Sustainability activity trends and reporting this to Directors to manage performance.
  - Assisting in the preparation of Environmentally friendly methods of working
  - Co-ordination of Company activities to ensure they are completed with Environmental & Sustainability performance in mind.
  - Ensuring risk assessments are undertaken and steps taken to reduce the risks involved
- **Other Managers' Responsibilities (Including contract managers & supervisors)**
  - Ensuring their direct reports understand the Environmental & Sustainability policy & procedures by the most appropriate means e.g.: new employee induction, refresher training etc.
  - Taking all appropriate action within their areas of responsibility to ensure implementation of the Environmental & Sustainability policy
  - Pro-actively seek advice from the Operations/ Scheduling Manager or Managing Director when introducing new working practices, changing the working environment.
  - Ensure that all people working in the area are made aware the Environmental & Sustainability policy.
  - Promoting and lead awareness of Environmental & Sustainability responsibilities. Ensuring that employees fulfil their responsibilities as defined below.
  - Actively seek input from employees/contractors/clients regarding Environmental issues / concerns.
  - Ensure all Environmental & Sustainability policy procedures are being adhered to.
  - Monitoring the implementation of the Environmental & Sustainability policy and reporting to the Operations manager.
- **Employees' Responsibilities**

All employees have the following responsibilities to:-

  - take action where practical and safe to enhance environmental performance co-operate with the company and follow any appropriate Environmental & Sustainability policy or procedure





## Our environmental/sustainability action plan

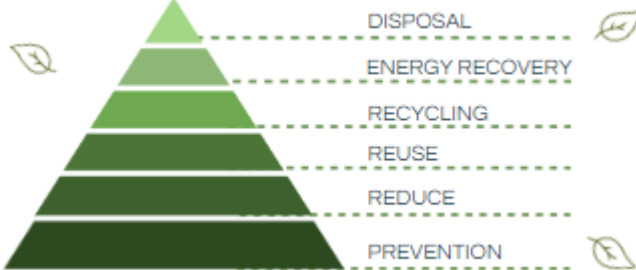
Through our work with our customers, we are in a position to promote the wider sustainability agenda. Many of our customers themselves have established the policy and process to promote sustainability.

We will assess the environmental impacts of our operations and set objectives and targets in order to improve our environmental performance. We will regularly review these targets.

Policy objectives	Actions	Frequency
Promote responsibility for the environment within the organisation and communicate and implement this policy at all levels within the workforce;	<ol style="list-style-type: none"> <li>1. Environmental &amp; Sustainability policy available to all staff on staff website log in</li> <li>2. Environmental &amp; Sustainability policy available in staff company handbook.</li> <li>3. Environmental &amp; Sustainability awareness training in our workplace is given during induction to all staff.</li> <li>4. Environmental &amp; Sustainability news/ change in practise/ ideas shared with staff in Quarterly staff newsletter</li> <li>5. Monthly and quarterly meetings held with staff (on campus set up) to discuss environmental &amp; sustainability responsibility, ideas and changes</li> <li>6. We will seek suppliers whom can demonstrate significant efforts to work sustainably whilst limiting/ negating/ reversing damage to the environment.</li> </ol>	<p>Continual</p> <p>Continual</p> <p>Annually</p> <p>Quarterly</p> <p>Monthly</p> <p>Annually reviewed</p>
Reduce the use of energy, water and other resources;	<ol style="list-style-type: none"> <li>1. Machinery battery charging is set up on socket timer to reduce wastage</li> <li>2. All computer monitors are to be turned off when not in use.</li> <li>3. Lights to be turned off when area not in use</li> <li>4. Search for innovation to reduce use of energy, water or waste i.e Waterfed mopping systems</li> <li>5. Mop buckets are only half filled to reduce waste water.</li> <li>6. We will monitor the use of our vehicles better plan journeys to reduce the mileage of vehicles. (<i>Use of vehicle tracking devices</i>)</li> <li>7. Where possible, we will source vehicles which provide a lower carbon emission, such as hybrid or electric vehicles.</li> <li>8. We will efficiently schedule work with regards to service provision and deliveries to minimise the number of journeys and maximize the most efficient routes.</li> </ol>	<p>Continual</p> <p>Continual</p> <p>Continual</p> <p>Continual</p> <p>Continual</p> <p>Weekly</p> <p>As required</p> <p>Daily/ Weekly</p>
Minimise waste by reduction, re-use and recycling methods;	<ol style="list-style-type: none"> <li>1. We will work electronically where possible to reduce the use and wastage of paper. All paper printing is monitored per print to measure effectiveness and control.</li> <li>2. Installation of hand dryers is encouraged over paper towel use.</li> <li>3. Promote use of recycling toilet paper/ consumables.</li> <li>4. Centralised (recycling) waste receptacles are promoted to our customers by way of provision of the recycling unit, and quotation only to allow for collection of waste by centralised units only.</li> <li>5. Recycled plastic waste sacks used for collection of waste.</li> <li>6. No liner waste collection promoted to client.</li> <li>7. Reusable micro fibre cloths used for cleaning</li> </ol>	<p>Continual</p> <p>Annual</p> <p>Regularly</p> <p>Regularly</p> <p>Regularly</p> <p>Continual</p>





	<p>8. Working with waste management companies who promote effective recycling.</p> <p>9. We will promote economic waste streams for hazardous waste to reduce carbon emissions where possible with our clients.</p> <p>10. Using where possible recycled dispensers and paper goods. i.e Katrin dispensers</p> 	<p>Regularly</p> <p>Continual</p> <p>As required</p> <p>As required</p>
<p>Comply with all relevant environmental &amp; sustainability legislation/regulation;</p>	<p>1. Monitored at senior management meetings</p>	<p>Monthly</p>
<p>Ensure that our policies and services are developed in a way that is complimentary to this policy;</p> <p>Not prioritise funding needs ahead of sustainability requirements;</p>	<p>2. Environmental impact will be considered at all stages of service or operation design. This is considered a key element of our product/ service quality.</p> <p>3. Funding is made available within the budgets by way of "Environmental development fund" to ensure investment into environmentally beneficial operations takes priority over profitability.</p>	<p>Ongoing</p> <p>Annual</p>
<p>Encourage customers to commit to the sustainable development philosophy;</p>	<p>1. Tips to improve sustainability and reduce environmental impact will form part of our quotation/ tender with clients and will be added as an agenda'd point in customer review meetings.</p>	<p>In progress</p>
<p>Identify and provide appropriate training, advice and information for staff and encourage them to develop new ideas and initiatives;</p>	<p>2. Prize draw surveys are sent to staff to encourage and welcome ideas and solutions to improve sustainability.</p>	<p>6 monthly</p>
<p>Provide appropriate resources to meet the commitments of this policy;</p>	<p>3. The appropriate time resource is invested during induction and management review to ensure the commitments of the policy are carried out.</p>	<p>Annual and ongoing</p>
<p>Promote and encourage involvement in local environmental &amp; sustainability initiatives/schemes.</p>	<p>4. To liaise with local council groups/ support groups or schemes to contribute or sponsor where possible to initiatives in the local area.</p>	<p>As required</p>
<p>To consider/ achieve relevant accreditation to better manage and control the environmental &amp; sustainability policy i.e ISO14001</p>	<p>5. To discuss with accreditation agencies.</p>	<p>Ongoing</p>

This action plan is available to all staff on our intranet site and has been drawn to their attention. The plan is discussed and documented in the Quarterly Senior Management Meeting.





**Living Wage**  
Cambridge Real Living Wage Employer

**4.5 years** STAFF RETENTION  
average length of service

**71.43%** REMOTE WORK SETUP  
Employees setup for scheduled or unplanned remote work

**QUALITY CARE CLEANING LTD**  
COMMERCIAL CLEANING SERVICES

INTRODUCTION OF QR CODE  
Digital compliance and health & safety documents, contracts

**33.3%** PRINTING PAPER USAGE  
against UK average

**ANNUAL SAVE**  
9,896 A4 paper  
98,960 litres of water  
0.61 trees  
24,876 g CO2

**SAVED**  
40,000 A4 paper  
400,000 litres of water  
2.67 trees  
180,000 g CO2

**Fleet carbon footprint reduction 10.77%**

**99.94%** Fulfilled contracted hours

**Quality performance 96.5%**

**Local Service**  
Operating within 30-mile radius

**Retained business 98.20%**

**PEOPLE**

**Length of service 2024**

Less than 1 year	26.5%
1 year +	73.5%
5 years +	82.5%
10 years +	18.1%
15 years +	

**Accident/incident and near-miss report 2024**

- Total no. of recorded accidents 2024: 1
- Total no. of recorded near miss 2024: 1
- Total no. of recorded taken ill 2024: 5

**Accident/incident and near-miss reasons report 2024**

- General Awareness: 0
- Negligence: 1
- Equipment Fault: 2
- Working Environment: 3
- PPE Not Available: 1
- Taken Ill: 0

**PLANET**

**Fleet milage reduction 2023-24**

Month	2023	2024
1	5500	6000
2	7500	6500
3	4000	1500
4	6500	3500
5	500	3500
6	500	2500
7	6500	5500
8	7500	6000

**Printing Paper usage against UK average 2022-2024**

Year	QCC	UK AVERAGE
2022	18201	20665
2023	19416	20665
2024	20000	20665

**Worksafe Plus**  
**Smas**

**PERFORMANCE**

**Quality performance 96.5%**

Stacked bar chart showing performance over 12 months with Green, Orange, and Red categories.

**ISO 9001 CERTIFIED**  
**Worksafe Smas**  
**MAINTENANCE MASTER CONTRACTORS**

Aspect	2024	2025	Planned % improvement
Fleet Milage	35228	31705.2	10%
A4 printing paper saving	20000	18000	10%
Length of Service (increase 1 year+)	73.50%	80.85%	10%
Service quality	95.68%	97%	1.32%
Reduction of "Work environment" related accidents	2	0	
Digital documents - A4 paper saving	9896	10885.6	10%





**OBTAINED IN 2024 - 2025 VS. ACTION PLAN FOR 2026**

2024 - 2025 Achieved	2026 Target	Action Plan
Reduction of Fleet milage carbon footprint 10.77% Revised delivery routes, van sharing and fleet usage	Revised delivery routes, van sharing	Review delivery route in accordance with up-to-date clients for 2026 Review fleet usage and reduce the number of fleet
Reduction of Prints vs UK average 33.33%	Further reduction of paper print	Closely monitoring the number of prints on a daily basis, increase awareness among staff
Sustainability accreditations	Explore our new SMAS worksafe accreditation sustainability accreditations	Based on extended research sign up for various accreditations, online groups, blogs and digital marketing related to sustainability
Sign up for Plant trees projects	Explored our options and potential projects are up for discussion	Evaluate projects and sign up
QR code introduced for Compliance documents, risk assessments, method statements and health and safety documents Further revised documents that can be digitalised and shared via sharepoint Introduced digital annual increase letters via email	Risk assessments to include all relevant method statements – elimination of individual method statement documents.	Continue to revise documents that can be used digitally at the head office Amend all risk assessments
Remote work setup 71.43% Reduction of travel milage to work, Accommodating special circumstances, such as school break, child/pet sickness, minor illness/accident, but otherwise fit to work Reduction of absence Designated remote work day (1) for Managing Director	Increase remote working possibilities	Continue to revise opportunities for remote working
Sharepoint usage is mandatory for all Office staff All staff received training Sharepoint public shared site has been set up for circulating files and information across our staff and client base	Fully utilise relevant functions of Sharepoint	Introduction of new digital onboarding process via sharepoint site





Due to our Eco supplies campaign: 20% increase in eco-friendly consumable products to be advertised and offered to clients	Continue to explore cost-efficient eco-friendly products Continue to include in our marketing sustainable options for our clients	Extended research on suppliers and suitable eco-friendly products
Communicator App as an alternative for hard phones is now in use	Reduce the number of hard phones	Keep only 3 hard phones for designated office staff: Managing Director, Deliveries Manager and Reception
Ongoing research for purchase of own premises	Find a suitable property with large warehouse	Gain control in sustainable energy reduction (water, energy, heating etc.) Bigger warehouse for efficient storage space, increased stock Reduce delivery frequency from third party
Sustainability measurements, annual marketing material plans are in place, Revised supplier RFI, sustainability dashboard are in place Extended sustainability information and communication to staff and clients are improved	Sustainability website landing page Sustainability brochure	Design of new sustainability digital brochure Sustainability landing page
Social Corporate Action plan	Increased involvement We have been actively involved in several local charity event in Cambridge area, Bury St. Edmunds and Newmarket	Research possibilities for supporting local teams, communities, minority groups etc. Continue to research consumables and cleaning products purchased from minority groups, local communities and various groups with protected characteristics Identify small local events supporting charity foundations
Restructured Management and its support, introduced new Business Operations Manager focusing on full business contract management, KPI, reports and general improvement and quality management across the business. Contract Managers are now able to focus at all times on staff and service quality management.	Increase staff retention, improve management of staff, client relations and service quality	Continue to improve Management efficiency



