

Environmental Management System Manual

Revision Date	Description	Sections Affected	Revised By	Approved By

Fire & Security
Protecting people, processes & property

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Appendix

ISO 14001: 2004 Environmental Management Systems (Cross Reference List)

Although not third party accredited, Tecserv UK aims to address the requirements for ISO 14001:2004 by presenting how we aim to accomplish the six main clauses of the accredited standard within this policy manual, these are listed below:

Clause 4.1: General Requirements	Policy Section 2.1
Clause 4.2: Environmental Policy	Policy Section 2.2
Clause 4.3: Planning	
4.3.2 Legal Requirements	Policy Section 2.5.1
4.3.3 Objectives, Targets and Programme(s)	Policy Section 3.1
Clause 4.4: Implementation and Operation	
4.4.1: Resources, Roles, Responsibility and Authority	Policy Section 2.4.1
4.4.2: Competence, Training and Awareness	Policy Section 4.1
4.4.3: Communication	Policy Section 4.2
4.4.4: Documentation	Policy Section 4.3
Clause 4.5: Checking and Corrective Action	
4.5.1: Monitoring and Measurement	Policy Section 5.1
4.5.5: Internal Audit	Policy Section 5.1.1
Clause 4.6: Management Review	Policy Section 5.1.2

Section 1 General

1.1 Introduction

This document has been produced after conducting an analysis of the potential effects which operations by Tecserv UK could have on the environment. The company has devised an Environmental Policy with operational objectives to help protect our environment for the future.

Tecserv UK will aim to review its environmental policy upon change of procedures and processes over time, or as a result of Government legislation. This will help maintain environmental awareness whilst highlighting areas for continual improvement.

1.2 Company Profile and Services

1.2.1 Who are we?

Tecserv UK are a private limited company who provides fire and security solutions to commercial and industrial businesses throughout the UK. Our management team is well known and highly respected, with extensive industry related experience.

1.2.2 What we do:

Fire Risk Assessments	Amerex Kitchen Suppression
Fire Detection	Dry Risers
Fire Alarms	Wet Risers
Fire Extinguishers	Water Mist Systems
Intruder Alarms	Hose Reels
Room Integrity Testing	Hydrants
Remote Monitoring	Water Leak Detection
CCTV	PAT Testing
Access Control	Fire Trace Systems
Gates and Barriers	R102 Kitchen Suppression
Gas Suppression	Integrity Sealing

1.2.3 Company Mission Statement

Our mission is to protect your people, your processes and your property. Tecserv UK brings you the specialisation, ideas and solutions that save lives and money.

Section 2 Organisation & Policy

2.1 General Requirements

(ISO 14001 Standard Clause 4.1)

To fulfil the general requirements of ISO 14001:2004, Tecserv UK is committed to maintaining environmental best practice and enabling continual improvement to be made to our Environmental Policy Manual to improve our long term performance.

2.2 Environmental Policy Statement

(ISO 14001 Standard Clause 4.2)

Our Environmental Policy Statement is available for clients as a TSF document and is available for our stakeholders to view on our company website: www.tecservuk.com/policies.php

2.3 Purpose of this Policy Manual

This document will enable Tecserv UK to provide a comprehensive and concise plan towards environmental sustainability within the firm. The policy will:

- ◆ Identify current areas of environmental practice.
- ◆ Demonstrate which areas of operations require improvement to further develop environmental initiatives.
- ◆ Provide a complete overview of all Tecserv UK operations and highlight their potential effect on the environment.
- ◆ Highlight and reference key areas where we aim to fulfil ISO 14001:2004 Standards.

2.4 Environmental Responsibilities

2.4.1 Organisational Responsibility

(ISO 14001 Standard Clause 4.4.1)

At Tecserv UK we are investing for the future through the implementation of sustainable environmental policies. Within our sector of operations we feel we have a duty to the environment to make sure our used parts and products are recycled or disposed of efficiently and correctly.

Moreover, Tecserv UK is committed to working with companies that share and demonstrate values and attitudes towards environmental best practice, similar to ourselves. To this end, Tecserv UK will encourage visitors and contractors to adhere to our environmental policy whilst on site, working cooperatively toward a reduction in paper usage, through the use of other visual aids for the purposes of training and presentations.

2.4.2 Responsibilities of Managing Director

The responsibility of demonstrating environmental best practice ultimately lies with the Managing Director in helping implement new initiatives.

The Managing Director should consistently reinforce the environmental message to management and employees, championing sustainability within the firm and environmental decision making affecting Tecserv UK operations.

2.4.3 Responsibilities of Managers

Department managers are responsible for implementing environmental best practice within their areas of responsibility. This will maintain continuity and reinforce policies among employees.

Environmental representatives have been established to effectively communicate policy changes for application in operations.

2.4.4 Responsibilities of Employees

For the implementation of an effective environmental policy, employee involvement is crucial to success and improvement in future ventures at Tecserv UK.

- ◆ It is the duty of employees to act reasonably and responsibly when considering recycling and energy consumption within the workplace.
- ◆ All employees should work cooperatively with our operational objectives to further address and reduce our environmental impact.

2.4.5 Organisational Chart

The following diagram is a representation of the hierarchical process that will exist with the implementation of environmental representatives within Tecserv UK operations.

These areas of environmental responsibility lie with the General Manger of Head Office and the Regional General Manager of our Southern Operations.



2.5 Arrangements & Procedures

2.5.1 Environmental Requirements

(ISO 14001 Standard Clause 4.3.2)

The Waste Batteries and Accumulators Regulations 2009 require an increase in the amount of waste batteries recycled across UK industry to improve to 45% by 2016. Although not a legal requirement, Tecserv UK contributes to this by recycling all our battery waste with accredited collectors.

The Waste Electronic and Electrical Equipment Regulations 2006 aim to reduce the amount of battery pollutants going into landfill. As a distributor of Electrical and Electronic Equipment Regulations (EEE), Tecserv UK requires that all suppliers and collectors adhere to and manage compliance with WEEE regulations.

Although not third party accredited, Tecserv UK aims to address the criteria for ISO 14001:2004 by presenting how we aim to accomplish the six main clauses of the accredited standard.

Tecserv UK's application and acquisition of an Upper Tier (carrier and dealer) Waste Carrier licence was ascertained in 2011 in preparation for the introduction of new Low Tier carrier regulations that would be relevant to our daily business activity. We take away our own waste only through the replacement and recycling of our products. This licence therefore covers our operations for both the transport of waste produced by ourselves and also produced by others. Therefore Tecserv UK is not required to apply for a lower tier licence as a result of new regulations at the end of 2013.

2.5.2 **Current Environmental Practices**

In early 2011 we introduced software called 'spindle' which works with our sage accounts package to enable us to invoice our installation work out electronically. We can now demonstrate that over 90% of our clients receive invoices and statements electronically for their installation work.

In November 2012 we invested in software that enables our service database to issue service and call out related invoices electronically. We can demonstrate that we currently invoice 65% of our service work electronically with the target set for increased improvement year on year.

We currently have an ongoing contract to remove, refurbish and re-use fire alarms, security alarms and emergency lighting equipment for a well known portable building hire company, reducing the need to manufacture more products by recycling existing.

Since 2011, Tecserv UK has used a contractor for the destruction of confidential waste documents. This process involves the shredding and recycling of paper to be used in manufacturing of new products. Every two full consoles of paper that Tecserv UK has collected amounts to saving one tree worth of paper. At the end of 2011, Tecserv UK received a certificate stating we had saved six and a half trees (equivalent of paper) by recycling.

Tecserv UK Ltd uses office recycling stations to dispose of cardboard and paper, with mixed dry products, for collection by a distinguished refuse and recycling company.

2.5.3 **Recycling Processes**

Tecserv UK uses distinguished and efficient recycling companies for the disposal of our battery, fire extinguisher, paper and cardboard waste, along with our general waste; this is done with the view of helping minimize our impact on the environment and keeping waste products out of landfill. Our processes are listed below:

The battery recycling process: **Appendix A**

The fire extinguisher recycling process: **Appendix B**

Water dispenser recycling process: **Appendix C**

Re-usable parts process: **Appendix D**

Office waste process: **Appendix E**

2.6 Building Management / Energy Performance and Co2 Emissions:

The beginning of 2013 saw roof insulation work on our Nottingham Head Office to increase the buildings energy performance, fulfilling our aims of continual environmental improvements reducing carbon emissions from our building.

LED lighting systems along with occupancy sensors have recently been installed in several rooms including our passageways, boardroom and toilets to help reduce energy consumption.

Our toilet block investment has replaced our single flush toilets with new dual flush toilet systems, reducing water usage per flush. Also, removing paper towels from our restrooms and replacing them with an efficient Dyson hand dryer, contributes to the sustainability level of our restrooms. In addition to this, our kitchen dishwasher is used once daily during our end of day office clean up, cutting our water and electricity consumption.

Throughout 2011 we invested in terminal server technology to enable more advanced remote access for staff to work from home via laptops and electronic devices. This was implemented with the view of increasing flexibility, whilst also reducing travel emissions and office energy consumption by staff working from home. This still allows for talent employment outside the local area, helping to maintain our ethical employment policy.

Our local area employment initiative reduces environmental impact of employee travel, wear and tear on company vehicles, energy consumption of office buildings and consumables. We have made a commitment to the people of local areas, improving employability figures of the towns surrounding our areas of operations.

All staff at Tecserv UK shuts down or places our office computers in hibernation mode, at the end of day as part of the office shut down procedure. In addition, our building thermostat management helps us reduce unnecessary energy consumption out of office hours and weekends. These are carried out with the view of reducing the overall carbon footprint of the company.

- ◆ Machines/ PC's shut down
- ◆ All lights off
- ◆ Power sockets off
- ◆ All Blinds & Doors closed

2.7 Travel and Transport

2.7.1 Investment in the Fleet

Tecserv UK strives to reduce its Co2 emissions and environmental impact produced by its fleet of vehicles. Recent purchases of new vehicles aim to increase range, whilst reducing wear and tear on vehicles through effective fleet management initiatives listed below:

- ◆ In early 2010 we were successfully awarded an investment grant by Ashfield District Council. This was presented following our ability to demonstrate how our future business plans resulted in both an immediate and substantial reduction in our environmental impact whilst managing to gain long term commercially viable cost reduction. The grant helped us

introduce a system of forwarding all data to engineers electronically via PDA's reducing the need to use paper and drastically reduce our vehicle fuel use, wear and tear.

- ◆ In mid 2010 we introduced a vehicle tracking system enabling us to locate the nearest available engineer to attend a work request.
- ◆ In early 2012 we gained the ability to perform first line electronic remote access interrogation of clients CCTV systems, which on occasions removed the need to dispatch engineers.

In turn, these initiatives will help contribute to increased efficiency levels and a reduction in the carbon footprint of Tecserv UK.

Investment in new vehicles for Tecserv UK's engineer fleet aims to reduce environmental impact of Co2 emissions, by improved fuel consumption. Tecserv UK will strive to improve on and reach its environmental objectives through effective fleet management.

Section 3 Objectives

3.1 Operational Aims and Objectives

(ISO 14001 Standard Clause 4.3.3)

Tecserv UK strives to reduce environmental impact and improve operational efficiency by:

- ◆ Reducing paper consumption costs, by double sided printing & efficient use of online systems.
- ◆ Maintain and develop use of online office systems in accordance with PDA operations.
- ◆ Improving on the overall quantity of recycling produced with the aim of increasing year on year.
- ◆ Our document recycling saved six and a half trees in 2011 and we aim to improve on this from one year to the next.
- ◆ Improve energy efficiency of office buildings cutting operating costs and energy consumption.
- ◆ Manage a fuel efficient fleet of vehicles.
- ◆ Aim to show our stakeholders the capabilities of the company toward contributing to a sustainable future.
- ◆ Work toward a policy that fulfils standards associated toward achieving ISO 14001:2004.
- ◆ Encourage and maintain employee participation in office recycling initiatives.
- ◆ Work towards the establishment of a carbon offset scheme through sponsorship or community projects.
- ◆ Maintain a sustainable and green supply chain.

Section 4 Implementation

4.1 Compliance, Training and Awareness

(ISO 14001 Standard Clause 4.4.2)

All employees and contractors who work with Tecserv UK will be made aware of the aspects and important factors that will contribute towards complying with Tecserv UK's environmental responsibilities.

In house communications will effectively relay this policy to our staff demonstrating its importance as an integral part of Tecserv UK future operations. To this end, employees need to understand the processes of our recycling and product re-use to effectively communicate to clients our capabilities.

4.2 Communications

(ISO 14001 Standard Clause 4.4.3)

4.2.1 Internal

The company Environmental Policy shall be communicated to all employees of Tecserv UK through email and placed onto the online system. Recycling stations/bins within the office will be clearly marked with signage/notices. In addition, a formal presentation was made to the management team in August 2013 to highlight responsibilities, benefits and procedures of good environmental practices.

4.2.2 External

The environmental policy will be integrated onto the company website to make it readily available to prospective clients or stakeholders with a comprehensive statement of intent, and policy objectives.

Tecserv UK will encourage participation in our attitudes towards the environment by maintaining a consistent message to clients regarding printing of received documents via email communications, with our integrated email message statement.

As a further demonstration of our commitment to the environment, Tecserv UK will aim to format/compile comprehensive Social Responsibility and Sustainability Policy Statements to improve on our stakeholders communications and demonstrate the intent of the company towards ethical, environmental and responsible business.

External Communications Opt Out Policy Statement

Tecserv UK Ltd issue numerous documents electronically such as; service sheets, invoices and quotes. However, where clients require hard copy documentation, which results in a contravention of our Environmental Policy, Tecserv UK Ltd reserve the right to request the client provides formal consent by signing an opt-out policy statement. By signing the opt-out policy statement the client is accepting their responsibility for the emissions or waste this contravention may subsequently generate.

The signing of the policy statement does not exonerate the client or Tecserv UK Ltd from any legal or legislative environmental responsibilities. However, the waste produced by the contravention will be accountable solely to the client and segregated from results used to produce carbon footprint or waste reduction results for Tecserv UK Ltd.

If a client provides their own paperwork or documentation for Tecserv UK Ltd to complete as part of their operations or contract, the opt-out statement is not required.

Client Opt Out Statement Acceptance

To 'opt-out' please complete the section below and return electronically to info@tecservuk.com.

I/We hereby acknowledge and confirm our understanding of the opt-out policy statement detailed above.

Date:

Company:

Site(s):

Position:

Signed:

4.3 Documentation

(ISO 14001 Standard Clause 4.4.4)

Tecserv UK will keep the following documents as a singular paper copy and in electronic form to maintain availability for reference and also flexibility in communicating the document.

1. The Environmental Management Policy Manual will highlight all our processes whilst identifying our legal and social requirements to fulfil our operational objectives.
2. Our Environmental Policy Statement shall be a TSF document and be the primary reference point to view our Environmental Policy and aims.
3. Our environmental effectiveness shall be measured periodically within our monthly managers meeting. Topics of discussion will be implemented or archived along with the meeting minutes.

Section 5 Review

(ISO 14001 Standard Clause 4.5.1)

5.1 Monitoring and Reviews Statement

As a company we will aim to review our environmental objectives, procedures and processes as they are updated in accordance with new environmental legislation or guidelines. In practice we would then use this opportunity for review discussions and look to ways of systematically reducing our environmental impact consistently over time.

5.1.1 Internal Audit

(ISO 14001 Standard Clause 4.5.5)

Tecserv UK will aim to carry out an internal audit in the event of any changed legislation or guidelines mentioned above. As part of this, compliance auditing and performance auditing shall be discussed to see if the benefits of environmental initiatives are being delivered to the company.

In addition, this will include the annual review of:

- ◆ Review of energy suppliers
- ◆ Gas, Electricity and Water Review

The responsible environmental representative shall consider the results in due course and decide on appropriate actions to be made.

5.1.2 Management Review

(ISO 14001 Standard Clause 4.6)

Following a management review or legislation change, Tecserv UK management will be consulted by the environmental representative. After considering all relevant information and factors, a conclusive plan will be produced for operation.

The environmental representatives will then integrate the relevant strategy or procedure into Tecserv UK operations, with the subsequent review of our Environmental Management Manual.

Section 6 Sustainability

6.1 Long term Sustainability: Investments & Initiatives

Tecserv UK is planning for long term sustainability through adaptations of operations and infrastructure investment. This contributes to an overall reduction in our carbon footprint from our office buildings.

- ◆ Tecserv UK aims for its office consumables to be sustainably sourced; recycled envelopes are purchased for office use and are sustainably sourced by our supplier. With an independently verified green product claim logo.

- ◆ The creation of more accessible documents on our internal system will aid operations long term, helping our aim of achieving a paperless office.
- ◆ Following a waste audit of our practices, waste disposal and recycling capabilities can be increased with the installation of a much larger recycling bin. This is done with the aim of decreasing the number of annual waste collections, whilst improving on the volume of waste going to be recycled. In turn, the purchase of new desk side recycling bins would increase employee involvement further and improve landfill diversion.
- ◆ Tecserv UK will aim to consistently reduce our water, gas and electric consumption by efficiently maintaining use of office appliances. The de-commissioning of our current gas heating system and installation of our new digital electric heating system has further contributed to this. The system allows for sustainable heating of individual spaces, with non polluting components derived from a renewable source.
- ◆ LED lighting and occupancy sensors allow our office building emissions to be significantly reduced.

Appendix

Appendix A



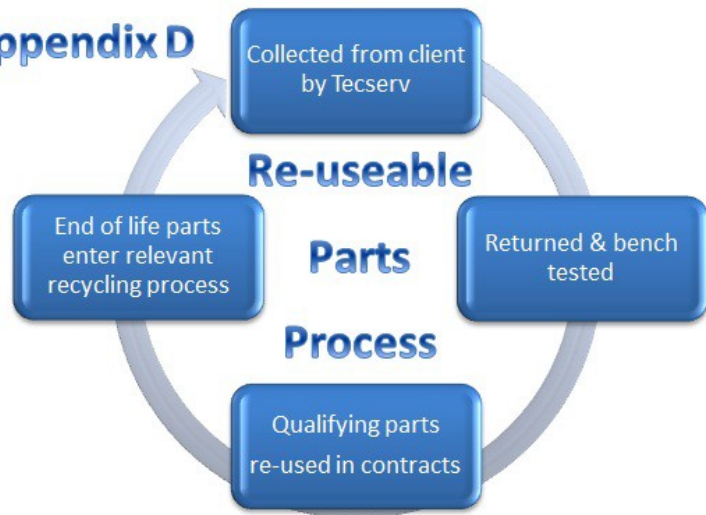
Appendix B



Appendix C



Appendix D



Appendix E



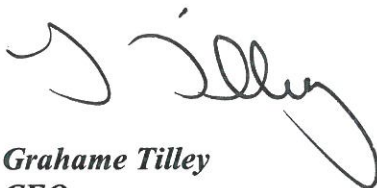
Environmental Policy Statement

Tecserv UK accepts its responsibilities in environmental matters and recognises that good environmental management must be an integral and fundamental part of four business operations. Although we believe our operations have minimal environmental impact, Tecserv UK aims to continue improving our environmental performance through the following principles.

- ❖ Maintaining that our compliance with relevant legislation and procedures is essential.
- ❖ Improve on the quantity of recycling produced with landfill avoidance and diversion.
- ❖ Improving efficiency of our office buildings by conserving office supplies, and effective energy management through sustainable sourcing.
- ❖ Manage an effective fleet of fuel efficient operations vehicles.
- ❖ Maintain a sustainable and green supply chain from suppliers through to our customers.
- ❖ Work toward the best interests of our stakeholders, demonstrating the capabilities of the company to be environmentally friendly.
- ❖ Strive to become an accredited recycler and implement policies in line with ISO14001:2004 accreditation.
- ❖ Encourage and maintain employee participation in office recycling initiatives and effective use of online systems.
- ❖ Aim to implement and maintain paperless communications between Tecserv UK and clients.
- ❖ Strive for continual improvement towards reduction in CO² emissions from all areas of operations.

Delivering our operational objectives within the parameters of this policy will enable Tecserv UK to develop sustainable practices and deliver meaningful contributions to the quality of our environment for the future.

To view our full policy manual please go to our website: www.tecservuk.com/policies.php for more information.



Grahame Tilley
CEO

29th June 2016

Fire & Security
Protecting people, processes & property