tecservuk

Environmental Management System Manual

Revision Date	Description	Sections Affected	Revised By	Approved By
Jan 2014	Waste Carrier Regs Changed	2.5.1	NB	GPT
Mar 2017	General Overhaul & Operational Changes	1.2.2 / 2.4.2 / 2.4.3 / 2.4.5 / 2.5.1 / 2.5.2 / 2.6.0 / 3.1.0 / 5.1.2	NB	GPT
May 2018	Implementation of a recycling compliance service	2.5.3	NB	GPT
August 2020	Reviewed, no further updates	n/a	CM	GPT
April 2022	Reviewed, no further updates	n/a	CM	GPT
March 2023	Reviewed, no further updates	n/a	CM	GPT
Dec 2023	General Overhaul & Operational Changes	1.2 / 2.2 / 2.5 / 2.6 / 2.7 / 3 / 4 / 5.1 / 5 / 6	NB	GPT

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Protecting people, processes & property

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Table of Contents

Section 1 General
1.1 Introduction
1.2 Company Profile and Services
1.2.1 Who are we?
1.2.2 What we do
1.2.3 Company Mission Statement

Section 2 Organisation & Policy
2.1 General Requirements (ISO 14001 Standard Clause 4.1)
2.2 Environmental Policy Statement (ISO 14001 Standard Clause 4.2)
2.3 Purpose of this Policy Manual
2.4 Environmental Responsibilities
2.4.1 Organisational Responsibility (ISO 14001 Standard Clause 4.4.1)
2.4.2 Responsibilities of Managing Director
2.4.3 Responsibilities of Managers
2.4.4 Responsibilities of Employees
2.4.5 Organisational Chart
2.5 Arrangements & Procedures
2.5.1 Environmental Requirements (ISO 14001 Standard Clause 4.3.2)
2.5.2 Current Environmental Practices
2.5.3 Recycling Processes
2.6 Building Management / Energy Performance and Co2 Emissions
2.7 Travel and Transport
2.7.1 Investment in the Fleet

Section 3 Objectives
3.1 Operational Aims and Objectives (ISO 14001 Standard Clause 4.3.3)

Section 4 Implementation
4.1 Compliance, Training and Awareness (ISO 14001 Standard Clause 4.4.2)
4.2 Communications (ISO 14001 Standard Clause 4.4.3)
4.2.1 Internal
4.2.2 External
4.3 Documentation (ISO 14001 Standard Clause 4.4.4)

Section 5 Review
5.1 Monitoring and Reviews Statement (ISO 14001 Standard Clause 4.5.1)
5.1.1 Internal Audit (ISO 14001 Standard Clause 4.5.5)
5.1.2 Management Review (ISO 14001 Standard Clause 4.6)

Section 6 Sustainability
6.1 Long Term Sustainability: Investments & Initiatives

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 Ltd 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
Fire Detection
Fire Alarms
Fire Extinguishers
Intruder Alarms
Room Integrity Testing
Remote Monitoring
CCTV
Access Control
Gas Suppression
Amerex Kitchen Suppression
Dry Risers
Water Mist
Systems Hose
Reels Hydrants
Water Leak Detection
Fire Trace Systems
R102 Kitchen 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: https://www.tecservuk.com/policies-and-forms/

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 CEO

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

The CEO 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 and Directors

Department managers and directors 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

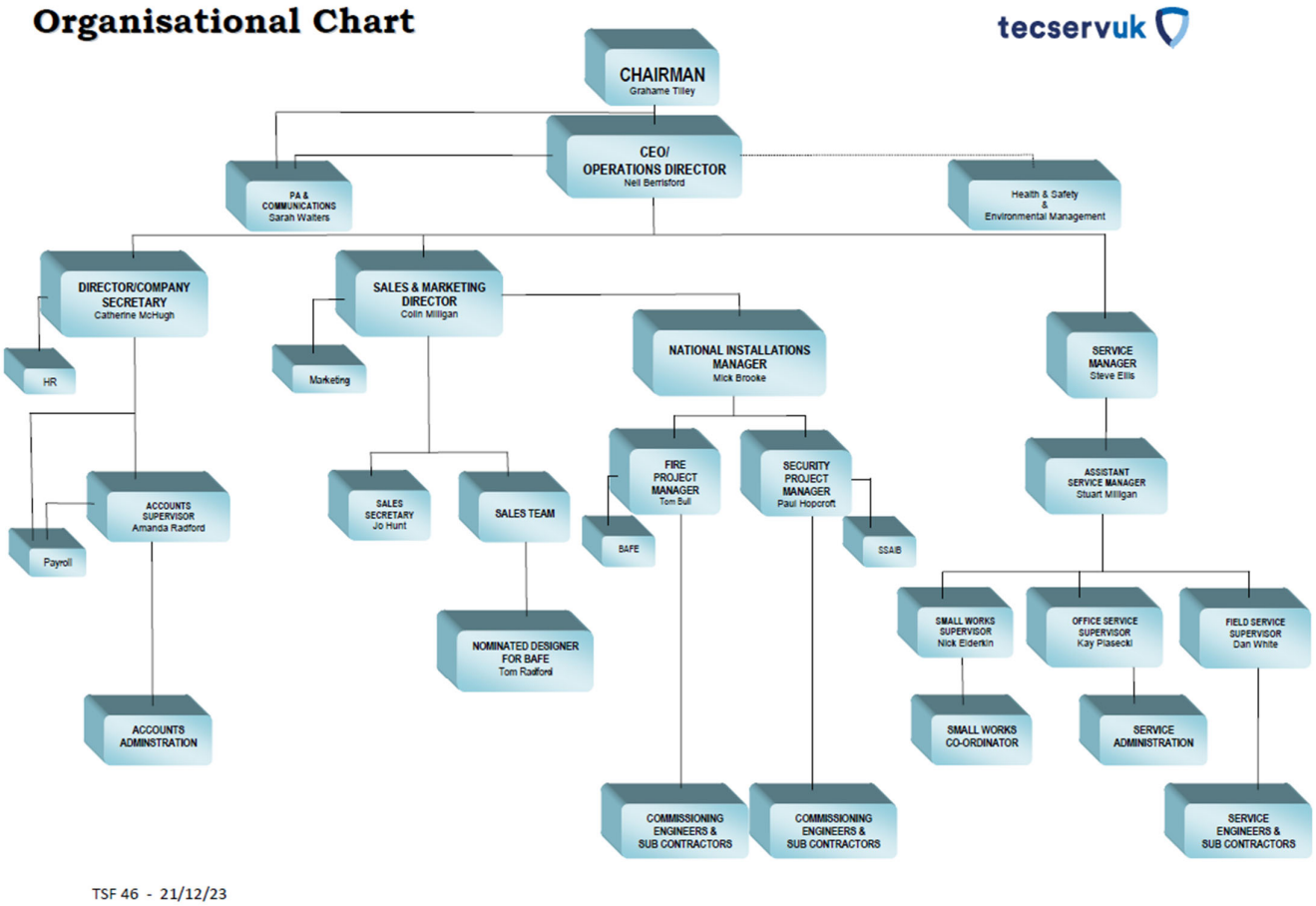
For the implementation of an effective environmental policy, employee involvement is crucial to success and improvement in future ventures at Tecserv UK.

- 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 Board of Directors.



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. Tecserv UK contributes to this by recycling 100% of our battery waste with accredited recyclers.

The Waste Electronic and Electrical Equipment Regulations 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.

As a result of new regulations brought into force in 2014, the nature of our work requires us to have a lower tier waste carriers license, a copy of which is available upon request.

2.5.2 Current Environmental Practices

All communications, including but not limited to, invoices, engineering job sheets, project data, statements, etc, are performed electronically.

Exceptions to the above and outside of our control, are documents such as log books, operation and maintenance manuals and installation drawings, requested by clients who won't accept electronic versions.

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.

Tecserv UK Ltd uses a specialist contractor for the shredding and recycling of paper to be used in manufacturing of new products.

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

2.5.3 Recycling Processes

Tecserv UK uses 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.

We offer a recycling compliance service for all parts removed from client's sites backed up by a national network of recycling drop off centres.

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 has been installed throughout our offices.

Our toilet block investment has replaced our single flush toilets with new 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.

Cloud based technology and hybrid working contributes to reduced environmental impact, work force sustainability and employment diversity. Allowing Staff to work from home reduces vehicle journey emissions and wherever possible, meetings conducted.

Electric Vehicle Charge Points have been installed to 50% of our car parking spaces and are free to use for any staff or visitor who runs an electric or plug in hybrid vehicle.

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.

- Hybrid Working
- 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 through effective fleet management initiatives listed below:

- Starting at the top, the CEO and any Director are issued with 100% electric cars.
- All company vehicle drivers are encouraged to take up a full electric or PHEV Vehicle where practicable with free charging facilities provided by the company.
- All fleet vehicles are Euro 6 and ULEZ compliant.
- Use a vehicle tracking system which enables us to locate the nearest available engineer to attend a work request.

- First line electronic remote access interrogation of clients CCTV systems, on occasion removes 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.

Our commitment to environmental management is historic. In 2016 Tecserv were the very first Fire & Security Company to achieve the government backed 'go Ultra Low Company' status.

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 and costs, all printers default set to by double sided printing.
- 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.
- 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.
- Maintain a sustainable business through staff benefits and reward schemes.

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 understand the processes of our recycling and product re-use to effectively communicate to clients.

4.2 Communications

(ISO 14001 Standard Clause 4.4.3)

4.2.1 Internal

The company Environmental Policy is communicated to all employees of Tecserv UK at Induction and placed onto the website. Recycling stations/bins within the office are clearly marked with signage/ notices. In addition, a formal presentation was made to the management team with revisions notified to department heads at reissue.

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 continuing to encouraging staff, suppliers and clients to communicate electronically whenever possible.

External Communications Opt Out Policy Statement

Tecserv UK Ltd issue documents electronically as a standard procedure. 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 accepting responsibility for the contravention. This consent maybe a request to sign our Environment Opt Out Policy Statement.

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.

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

External Communications Opt-Out Policy Statement

Tecserv UK Ltd issue documents electronically. 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.

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.

A/C No:	
Date:	
Company:	
Site(s)	
Position:	
Signed:	

4.3 Documentation

(ISO 14001 Standard Clause 4.4.4)

Environmental

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 on a regular basis. 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 at the minimum intervals or 24 months and/or in the event of any change of legislation. 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.

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.

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

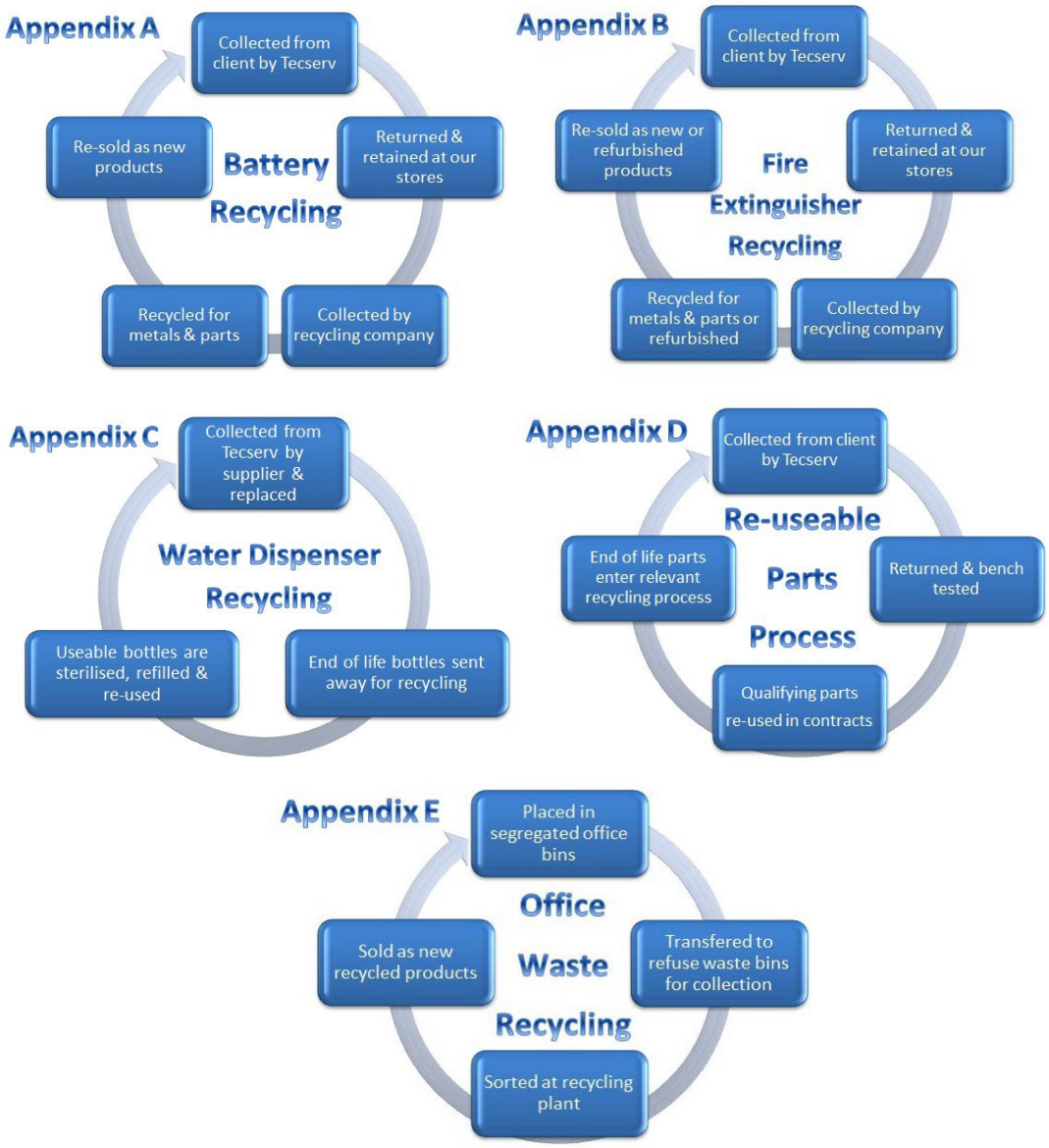
6.1 Long term Sustainability: Investments & Initiatives

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.

- Creation of the EOT provides initiatives to all Stakeholders and long term sustainability prospects.
- Cloud Based Technology and electronic data comms has significantly reduced paper. Wherever possible, we will continue to aim for reductions on non-sustainable processes or services.

- LED lighting and occupancy sensors allow our office building emissions to be efficient.
- 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 digital electric heating system has further contributed to this. The system allows for sustainable heating of individual spaces.

Appendix


Appendix A
Collected from client by Tecserv
Returned & retained at our stores
Collected by recycling company
Recycled for metals & parts
Re-sold as new products
Battery Recycling
Appendix B
Collected from client by Tecserv
Returned & retained at our stores
Collected by recycling company
Recycled for metals & parts or refurbished
Re-sold as new or refurbished products
Fire Extinguisher Recycling
Appendix C
Collected from Tecserv by supplier & replaced
End of life bottles sent away for recycling
Useable bottles are sterilised, refilled & re-used
Water Dispenser Recycling
Appendix D
Collected from client by Tecserv
Returned & bench tested
Qualifying parts re-used in contracts
End of life parts enter relevant recycling process
Re-useable Parts Process
Appendix E
Placed in segregated office bins
Transfered to refuse waste bins for collection
Sorted at recycling plant
Sold as new recycled products
Office Waste Recycling

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 efficient operations vehicles.
- Maintain sustainable supply chains.
- Work toward the best interests of our stakeholders, demonstrating the capabilities of the company to be environmentally friendly.
- Strive to implement policies in line with ISO14001:2004.
- 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 CO^2 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: https://www.tecservuk.com/policies-and-forms/ for more information.

Grahame Tilley
CEO

21st December 2023

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