

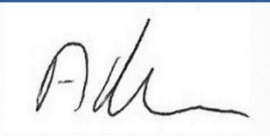
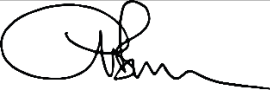

EQMS

Environmental & Quality Policy Statement

Issue 7

ISO 9001:2015 & ISO 14001:2015

APPROVAL

| | Name | Signature | Position | Date |
|-------------|-----------------|---|---------------------------|------------|
| Prepared By | Andy Flatman |  | Business Services Manager | 11/03/2026 |
| Reviewed By | Chris Brown |  | H&S Officer | 11/03/2026 |
| Approved By | Anthony Felgate |  | Director | 11/03/2026 |

AMENDMENT RECORD

| Page No. | Context | Revision | Date |
|----------|--|----------|------------|
| All | Updated to Monthind Group Policy | 3 | 20/02/2020 |
| All | Major Update | 4 | 21/04/2021 |
| 3 | Add BHSF Welfare scheme | 5 | 05/05/2021 |
| 1 | Reviewed, no updates necessary, just date/version change | 6 | 03/08/2023 |
| None | Annual review, no changes, just revision no. | 6.1 | 02/10/2024 |
| All | Full review and major update. | 7 | 11/03/2026 |
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COMPANY PROPRIETARY INFORMATION

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this document is uncontrolled, except when provided with a document reference number and revision in the field below:

Document Ref. _____ Rev _____

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EQMS POLICY STATEMENT

The Monthind Clean group ethos is built on openness, integrity, fairness and responsibility to our employees and the communities within which we serve. Our vision is simple: to exceed expectations in quality, safety, sustainability, and value.

To achieve this, we have developed an integrated Environmental and Quality System (EQMS) using **ISO 9001:2015** and **ISO 14001:2015** as our framework. We continually document and improve our practices to ensure we exceed the needs of our customers, stakeholders and other interested parties.

OUR ENVIRONMENT

ISO 14001 is the internationally recognised standard for Environmental Management Systems (EMS). It provides a framework for organisations to improve their environmental performance through the efficient use of resources and the reduction of waste.

At **Monthind**, this standard enables us to identify, manage and monitor our environmental impact in a holistic manner. We consider all critical factors, including air quality, waste management, climate change mitigation, and resource efficiency.

We recognise that our daily operations inevitably impact the environment. Therefore, we are committed to minimising that footprint through a culture of **continual improvement**.

Our commitments include:

Compliance and Strategy

- **Legal Excellence:** Ensuring full compliance with all regulatory and legal environmental requirements.
- **Integrated Management:** Maintaining our EQMS in accordance with the **ISO 14001** and **ISO 9001** standards.
- **Sustainable Decision Making:** Integrating sustainability and carbon management into all core business decisions to mitigate our impact on climate change

Operational Impact

- **Carbon Reduction:** Actively monitoring our carbon footprint and transitioning our fleet to low CO₂, Hybrid and Electric vehicle technologies.
- **Pollution Control:** Implementing rigorous controls to prevent any pollution incidents.
- **Product Selection:** Prioritising cleaning products that offer the lowest environmental impact without compromising on effectiveness.

Resource Efficiency

- **The Waste Hierarchy:** Minimising landfill impact by strictly following the **Eliminate, Reduce, Reuse, and Recycle** framework.
- **Lifecycle Management:** Assessing the full lifecycle of our services, including the responsible disposal of equipment and physical assets.

Continual Improvement

- **Measurable Goals:** Setting clear environmental objectives and targets that are documented, monitored, and regularly reviewed to ensure that we are always improving.
- **Partnership:** Promoting a sustainable approach in collaboration with all stakeholders and interested parties.

OUR QUALITY

The **Monthind Clean Group** is committed to achieving competitive excellence and providing our customers with services designed and maintained to exceed their expectations. We achieve this by:

- **Regulatory Compliance:** Ensuring full compliance with all regulatory and legal requirements.
- **Leadership & Commitment:** Our management team leads the establishment, integration, and maintenance of our Quality Management System in strict accordance with **ISO 9001:2015**.
- **System Integrity:** Subjecting our EQMS to regular internal and external audits to ensure maximum effectiveness.
- **Supply Chain Excellence:** Extending our high quality and EQMS practices throughout our entire supply chain.
- **Performance Monitoring:** Measuring, evaluating, and enhancing our EQMS under top management responsibility, with transparent reporting at all levels of the business.
- **Continual Improvement:** Utilising our EQMS as a living framework to constantly evolve and improve the services that we offer.
- **Customer-Centricity:** Actively seeking and analysing customer feedback to drive service improvements and ensure that we remain aligned with client needs.

OUR PEOPLE

The **Monthind Clean Group** is committed to equality in employment opportunity and embraces diversity at every level of our organisation. Our employees' welfare and interests are at the forefront of our business and dictate how we conduct our affairs. We are firmly opposed to all forms of unlawful or unfair discrimination and maintain a zero-tolerance policy towards bullying or harassment.

Our commitments include:

- **A Culture of Integrity:** Creating and nurturing a professional environment built on fairness, courtesy, honesty and integrity.
- **Empowerment:** Providing the tools for success through comprehensive training and transparent, two-way communication.
- **Growth & Opportunity:** Supporting individual career development and ensuring equal opportunity for all staff members.
- **Safety & Security:** Designing and maintaining a work environment that prioritises the safety of our teams.
- **Employee Welfare:** Supporting employee welfare through the BHSF welfare scheme that is provided free of charge to all staff.

OUR CUSTOMERS

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek and define customer requirements with honesty and transparency, ensuring that we never create false expectations.

Starting with a clear definition of our customers' goals, we strive to consistently meet or exceed them. We adhere to all applicable industry standards and customer-specific requirements, providing the robust processes necessary to build a first-class, reliable partnership.

Our customer commitments include:

- **Expectation Management:** Engaging in detailed initial consultations to ensure a clear, shared definition of success.
- **Proactive Communication:** Maintaining open channels to identify evolving needs before they become challenges.
- **Standards of Excellence:** Adhering to all site-specific and industry-wide compliance standards to ensure safety and quality.
- **Continuous Value:** Regularly reviewing our service delivery to identify efficiencies and improvements for the client.

OUR COMMUNITY

The Monthind Clean Group is deeply committed to supporting the communities in which we operate. We believe that true social responsibility starts with our own actions, and we actively encourage similar ethical behaviour from our employees and our supply chain partners.

Our community commitments include:

- **Local Investment:** Prioritising local recruitment and training to provide stable career opportunities within the communities we serve.
- **Charitable Support:** Partnering with local charities and community projects through fundraising, volunteering and awareness.
- **Ethical Supply Chain:** Working with suppliers who share our values regarding fair pay, ethical sourcing, and community impact.
- **Social Value:** Integrating community well-being into our business model to ensure our growth benefits the wider community.

COMMUNICATING THIS POLICY

To ensure total transparency and alignment across our organisation, a copy of this policy is made available through the following channels:

- **Our People:** Provided as a core component of the new employee starter pack during onboarding.
- **Our Offices:** Displayed in the reception area of every **Monthind Clean Group** office
- **Our Clients:** Available in the contract file for every location (electronic or physical).

- **The Public:** Available for review at any time on our websites.

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