

Environmental and Sustainability Policy

Full policy | POL-21 | Version 2026.10.23

Reviewed and approved 23 October 2026 | Approved by the Managing Director

Reduce avoidable environmental harm from cleaning products, equipment, travel, water, energy and waste.

1 Purpose and scope

We aim to prevent pollution, comply with applicable environmental duties and reduce avoidable resource use in the services we control. This policy combines the commitments formerly split between the Environmental and Sustainability Policy and Environmental Impact Policy.

The focus is our cleaning work, equipment and product purchasing, storage, travel and waste handling. We are a home-managed business working mainly at client premises. Building alterations and client-controlled waste contracts require agreement; they are not automatically within Soniclean's control.

2 Responsibilities and planning

The directors are accountable for this policy. The Managing Director records objectives, review and evidence in the QMS. The Operations Director controls products and equipment, site arrangements, contractor briefings and operational incident response.

Before work starts, identify relevant environmental risks, the client's requirements, drainage and waste arrangements, and any restrictions. Consider the service location, applicable national rules and who controls each activity. Record necessary controls in the site specification, RAMS, COSHH information and environmental action record.

3 Products and equipment

Use the QMS standard equipment and products unless a client variation is assessed and agreed. Keep supplier safety information current and follow COSHH assessments, labels, dilution instructions and storage requirements. Do not mix chemicals or transfer them into unlabelled containers.

Consider effective lower-impact options, concentrated or refill systems, packaging, durability, repair and energy use where suitable. Assess the whole practical effect, including safe performance and disposal. A product described as natural or biodegradable is not automatically safe or environmentally preferable.

Purchase through approved suppliers and retain evidence for any environmental certification or claim relied on. Do not promise universal use of non-toxic products, renewable energy or a certified environmental management system unless demonstrated.

4 Water energy and travel

Use the quantity of water and product needed for an effective clean and avoid unnecessary running of taps, equipment or lights. Report leaks and defects to the client or responsible person. Do not interfere with building systems without authority.

Maintain equipment and consider repair or replacement on a whole-life basis. Plan routes, deliveries and shared travel where practical and safe. Remote meetings may reduce unnecessary journeys. No person must use an unsafe or unsuitable travel arrangement to meet an environmental target.

The QMS identifies climate-related issues including summer heat, welfare and travel. Apply site risk controls during extreme conditions; an environmental objective must not override worker welfare or safety.

5 Waste and pollution prevention

Follow the Waste Management Policy and site waste plan. Prevent waste where practicable, reuse safely and segregate appropriate streams. Confirm whether Soniclean is only moving material within a site or is acting as a producer, carrier, broker or dealer; different responsibilities follow.

Store chemicals and waste securely, prevent escape and use authorised recipients and routes. Do not assume that a client's instruction permits unlawful disposal. Protect surface-water drains; discharge to foul drainage only where the route and conditions are authorised for the material.

Do not handle suspected asbestos, unknown chemicals, sharps or other hazardous material outside the assessed scope and competence of the team. Stop, isolate the area if safe and obtain specialist direction.

6 Incidents and complaints

Report actual or threatened pollution, spills and leaks immediately to the site lead and the Operations Director. Keep people safe and stop the source only if trained and safe to do so. Use spill controls only where the assessment, training and equipment allow. Do not wash a spill into a drain.

A director coordinates client notification, specialist assistance and any required regulator reporting. Record the facts, actions and evidence, investigate the cause and check the remedy. Client or public complaints are acknowledged within one working day under the QMS; urgent environmental action must not wait for that deadline.

Treat all relevant complaints fairly. Do not reject a concern merely because it was informal or judged unworthy. Explain the response and provide updates where investigation takes time.

7 Objectives evidence and review

Maintain a proportionate action record with the issue, baseline where available, intended improvement, owner, due date and evidence. Initial priorities are appropriate product use, waste segregation, preventable spills, equipment upkeep and sensible travel. Numerical targets must be agreed against usable data rather than invented.

Review progress and incidents through the directors' existing QMS meetings and annual management review. Contractor briefings and training must cover the controls relevant to their work. Keep records under the applicable QMS retention category.

Public environmental claims must be specific, accurate and supported by current evidence. Describe goals as goals and report limits honestly. This policy does not claim ISO 14001 certification, carbon neutrality or that all waste is recycled.

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Reviewed and approved by the Managing Director on 23 October 2026.

Next review 23 October 2027, or earlier if the law, risks or working arrangements change.