



Sustainability Policy

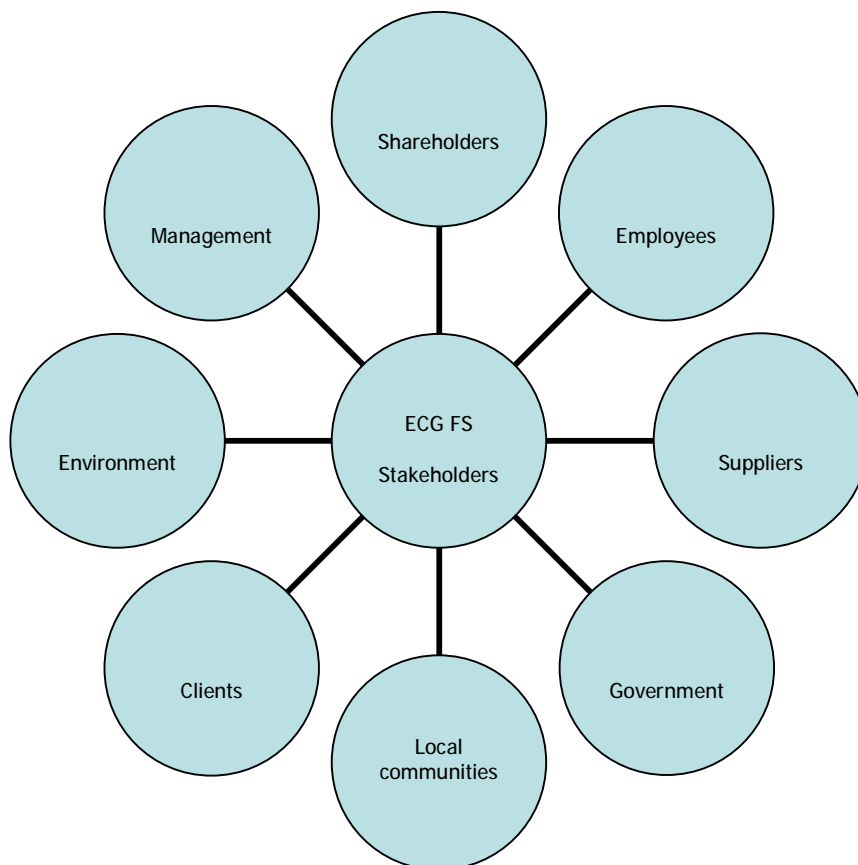
ECG Building Maintenance Ltd., trading as ECG Facilities Services have been in existence since 1994, providing building services engineering maintenance to primarily clients in the commercial sector.

Our continued development since that date has been based on a careful and studied emphasis on providing a quality service to our ever-widening range of customers in all industry sectors. We seek so much more than just being an organisation that complies with regulatory requirements in H&S, manages its Environmental impacts and behaves responsibly with regards to the social responsibilities that our activities may impact upon.

We seek to provide proactive development and growth that meets the needs of the present without compromising the ability of future generations to meet their own needs through balancing the economical, social and environmental considerations that a responsible business can provide.

We believe in cultivating relationships with our customer base, supporting our suppliers and involving our employees in matters that promote our continuing success to the betterment of all of our stakeholders.

The stakeholders identified are those that we consider and define as being *any person or group of people or resource that has an interest in the success of, or is affected by our business.* In the interests of clarity, we include our bankers within the 'Suppliers' section.



Our sustainable development aims are expressed best via the values stated in BS8900:2006, as being 'an enduring, balanced approach to economic activity, environmental responsibility and social progress.'

In this sustainability policy document we detail the processes and procedures that we use as drivers to promote our continuing and lasting success.

Inclusivity

In our stakeholder diagram, we have identified those who could be affected by our decisions and actions.

ECG Facilities Services shall seek to ensure that no group identified shall be disadvantaged or disregarded in our business decision-making processes. We shall seek to include and allow for the views of all parties identified in our stakeholder diagram and further consider others not identified who may be affected by any business decision we consider making.

It is our aim to embed these principles in all our staff, particularly senior management who have an important role to play in ensuring all parties are considered when making decisions that could affect our stakeholders.

We have suitable means in place for all stakeholders to communicate with us. Our website www.ecg-facilities.com has suitable access links established via facilities@ecg-maint.com to email any correspondences to us. All emails are regularly reviewed by our IT department who are tasked with forwarding any emailed query or message to the appropriate internal person to handle matters raised and respond appropriately.

Employees are communicated with on an ongoing basis via departmental meetings and discussions. We have an open management structure and encourage all employees to make their views and opinions known to their team leaders, supervisors, managers or directors as appropriate. Suggestion boxes are available for employees to submit suitable communications to the company for consideration. All suggestions shall be reviewed and the writer contacted with an appropriate response.

Our website is accessible by all employees via a secure login to the company staffzone, where appropriate communications, procedures and arrangements are available for reading or downloading. The staffzone is reviewed and updated on a regular basis.

We have internal processes in place via our ISO9001:2008 Quality Assurance accreditation to handle all communications in a suitable manner.

Suppliers, Clients and other key stakeholders upon whom we rely on for sustainable growth are issued with formal contact structures and assigned to relevant internal persons or departments to handle all their communications in an appropriate way within prioritised response periods

Integrity

The safeguarding of the integrity of our Company is paramount to sustainable growth and continued success.

We insist that all our employees uphold the fundamental principles of ethical trading with all our stakeholders and business partners.

The reputation of the company and its collective and individual employees shall be nurtured and protected by ensuring all our business dealings are carried out in a professional manner. The Company will not tolerate bribery, corruption, abuse or oppression in any form in its business dealings and furthermore demands that all employees report any such instances to a Director without fear of persecution or retribution.

All employees shall give their full attention and focus to corresponding or liaising with any stakeholder to ensure the utmost integrity in all business dealings are maintained and encouraged.

Reputational management is the responsibility of all Directors, Managers and employees. Sustainable development of our organisation depends heavily on delivery of a quality service to our client base. All of our stakeholders benefit from a company that is true to its promises, professional and caring, and diligently undertakes all its responsibilities in a manner that reflects the trust that our customers place upon us.

Integrity and diligence shall be employed in our efforts to further develop mechanisms to manage the social, economic and environmental issues that the various aspects of ECG Facilities Services' work activities bring.

Stewardship

The company is charged with responsibilities to carefully weigh and consider how our activities and business decisions may impact upon the environment, how we may affect the social community, and assessing the way that the health, safety and welfare of all stakeholders is protected whilst maintaining a positive economic benefit to all.

We undertake continual review of our business continuity contingency plan and carry out regular business risk analysis studies to ensure that the core values of the company are maintained and developed whilst assessing its ability to withstand adverse trading conditions. We promote and encourage staff loyalty initiatives to allow sustainable improvement and key staff retention.

We are responsible for managing sustainability risks whilst identifying business opportunities and meeting our various customer sectors procurement needs. We seek to continuously improve our performance through application and development of our integrated management system.

All of our planned activities are examined and reviewed on a regular basis for adequate assessment and availability of resources of all kinds, both natural and organisational.

Every activity that ECG Facilities Services undertakes has an impact on available resources. To assist with the management of resources and the impacts that occur, we have in place through our accredited ISO14001:2004 Environmental Management System, a comprehensive series of aspect and impact assessments. The resultant audits on the identified impacts have led to a series of action plans to either eliminate or control the impacts to allow the company to continuously improve upon our environmental performance.

We have undertaken, as part of our ISO14001:2004 EMS accreditation, staff training that has enlightened our employees and urges them to constantly consider the environment and act diligently to reduce waste in all its forms and effectively manage resources when planning or carrying out work activities.

Scheduled audits on all aspects of our operational systems and effectiveness of our procedures & processes are in place and reviewed externally by our Quality Assurance and EMS accreditation body for compliance and evidence of continual improvement.

We have ongoing training programmes that build competency levels individually and collectively throughout our organisation to aid our quest for continual improvement and sustainable development.

Strategic reviews of our performance are carried out and data captured from our service management systems are reported to board level.

Sustainable targets and improvement objectives are set at board level and the ongoing results of our performance are disseminated to the appropriate management and operational sectors of our organisation formally on a Monthly basis.

Transparency

We seek to have an internal communication system in place that allows stakeholders to share our information based on a reasonable level of confidentiality that is in accordance with our aims and ambitions whilst protecting commercially sensitive information from undesirable distribution.

Our systems and processes are contained within a central server that staff have access to based on job function, seniority or project administration requirements. Employees have access to our website through a staff login and password that allows company-confidential documentation, procedures and processes.

Minutes of meetings, reports and action plans and audit results are available to staff. In this way we maintain and achieve a level of transparency that allows staff to have an accessible route to relevant and reliable information in a low cost manner.

Any reasonable request from a staff member to view information that they do not have ready access to is considered by a Senior Manager or Director for approval.

The person requesting such information is notified verbally in the first instance. A written answer to any request shall be made available if required.

The minutes of meetings or authors of reports are clearly identified in all our correspondences and are cross-referenced in an alpha-numeric manner that allows traceability and retrieval from archives. This allows decision makers to be clearly identified and the reason for decisions being made outlined within the relevant documentation.

We have in place a series of Policy Statements that summarise and convey our commitment to Equal Opportunities and Diversity, the Environment, Health & Safety and Ethics.

The 4 basic principles as demonstrated in this document are the foundation blocks of our sustainability development programme. They are supported by a comprehensive series of procedures and processes contained within our IMS.

The IMS is founded on the disciplines and requirements contained within our ISO14001:2004 Environmental Management System and in our ISO9001:2008 Quality Management System accreditations, and is aided by our aim to achieve OHSAS18001:2007 by adopting and utilising the disciplines contained within the standard for our H&S systems.

Signed



STEPHEN HAWTHORNE
Managing Director

Dated : 9th July 2010