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## Environmental Policy

May 2022

Hilo is a leading company in a developing industry – providing a range of cleaning services to the unity, industrial, commercial, local government and housing sectors. Many of our contracts involve working on properties, which involve working at heights and using reach & wash as well as MWEs (Mobile Elevated Working Platforms)

We are conscious that although our services are aims to reduce the overall risk of our client's activities, our own activities do involve potentially damaging operations. To reduce these risks, we plan our activities through integrated Quality, Environmental, Safety and Health (QUENSH) Management System.

Our Quality systems ensure that our services fulfil the needs of the client and that we comply with applicable statutory, regulatory and other relevant requirements. Our policy is the make assessments of all our activities and to establish controls and procedures to ensure they are delivered in a planned way.

Our management system defines how we ensure that our staff are competent and adequately resourced, that the understand the needs of the individual responsibility and that our communications are effective. The system defines how we inspect, audit, correct and review our work in order to ensure that our activities are carried out in line with this policy.

In developing our Environmental systems, Hilo ensure that we prevent pollution to land, air and water and nuisance to local communities by ensuring any discharges to the environment are eliminated or controlled. They ensure we make efficient use of natural resources and state how we aim to improve the environmental; quality of the locations in which we work.

Our Safety and Health systems are intended to help avoid incidents and prevent harm to employees, contractors, employers and the general public. Visit [www.hilo.co.uk](http://www.hilo.co.uk) for our Health & Safety Policy

We have established strict objectives and targets against which we measure our performance and the commitments made in the policy with the aim of delivering continual improvements to both Hilo, our clients and the general public.

We will provide resources essential to the implementation and control of the management system. As well as human resources they will include specialised skills, technology and financial resources.



## Sustainability Policy

We understand that sustainability means adapting to live responsibly within our means and Hilo recognises that our place in the built environment lifecycle means we need to consider and act on a broad range of sustainability issues. We have a framework of ISO 14001 with which to structure a number of initiatives and will, in addition, provide written evidence of further sustainability achieved by our own efforts.

### Our Customers

We will ensure our sustainability advice to customers is innovative, practical and effective, helping them to enhance their own sustainability targets and objectives, meet and exceed legislative demands and support and respect local community and environmental initiatives. Particular focus is on consideration for resource and energy efficiency and employees that know they are benefiting from a healthy, sustainable office environment.

### Our Office

We will pursue actions to further reduce our office energy consumption, develop a green travel plan to reduce our carbon emissions and identify areas to reduce the amount of waste we produce.

### Our Supply Chain

We will work with our current suppliers to promote our sustainable approach and to enhance their own sustainable practices. Local suppliers are particularly encouraged and will be highlighted through the development of our monitored sustainable supply chain.

### Our Community Involvement

Through a variety of means we shall continue to support local 'not for profit' organisations. We will continue to donate our services to local organisations where we can commit our time and knowledge to the community in which we work.

### Employees

The health and wellbeing of our staff is vitally important to us and we strive to provide a work environment that is inspirational. We will ensure our employees have access to and provide with appropriate sustainability training to help them with awareness and competence.

Jason Morgan, GM H&S Coordinator

