

## Environmental Policy

Filiatra is committed to reducing its environmental footprint, the aim is to work towards continuous improvement in environmental management and performance by employees and to encourage support from customers.

At Filiatra we recognise that caring for the environment is critical to everything we do.

That is why we are committed to the use of product and service technologies and best practices that safeguard the environment and reduce our carbon footprint, without compromising service delivery.

## Environmental Commitment:

Filiatra delivers on this commitment by:

- Using environmentally friendly cleaning products
- Consistent with the ISO 14001-2004 Environmental Management standard
- Conducting Risk Assessment and Management Plans to reduce environmental impacts whilst maintaining high quality service standards
- Maintaining machinery to the best possible standard to ensure maximum energy efficiency, minimal use of water & cleaning products and to control emissions
- Providing training and supervision to employees to ensure the protection of the environment, in accordance with the site's environmental management plan
- Operating according to the relevant water use efficiency guidelines
- Adopting appropriate site pollution control measures
- Maintaining, monitoring and reporting programs to continually assess environmental performance, and environmental management
- Implementing a process of continuous improvement with regards to research and development of new equipment and processes to reduce environmental impacts.
- Business is conducted with due regard to the environment and its habitats
- Environment considerations are taken into account in all major business decisions
- Promote the use of environmentally friendly cleaning chemicals and products
- Ban the use of environmentally damaging chemicals and products where an alternative product or method can be adopted.
- Reduce the use of hazardous or non-degradable chemicals. Where the use of such substances is unavoidable, we train staff in their handling and disposal and take precautions to minimize the impact of spillage.

The above principles are managed by maintaining a record of formal written comments concerning environmental performance and setting targets for their reduction.

All our employees are aware of this culture we have instilled and are encouraged to report any hazardous chemicals or situations that may affect the environment.

### Equipment & Product Innovation

Innovation and technology play a large part in environmental management, and Filiatra is at the forefront of utilising and continuously seeking new equipment and processes to reduce our environmental impact.

Filiatra holds a strong commitment to developing and using environmentally friendly cleaning products that are safe for people and the environment. We work closely with chemical and consumable suppliers to develop, trial and evaluate product efficiency.

We continually seek feedback from customers and our staff with an emphasis on creating a better “working environment” via equipment that has increased safety features, reduced water usage, a reduction in noise and the removal of CO2 emissions. This also aids in reducing chemical usage while also lowering customer costs, and delivering a quality finish.

### Recycling & Waste Management

A quality, sustainable waste management program is an important factor in meeting your business’s environmental management targets.

At Filiatra, we are able to deliver on our customers recycling management strategy requirements, or work with and tailor a package to meet our business’s needs. This is achieved with the supply of all equipment and specific signage, to the sorting and management of all recyclable material.

Filiatra works closely with customers to deliver their recycle management plan, and actively promote environmental awareness among workers to reduce their environmental impact.

Filiatra’s EMP is a multi-level approach to environmental management that is based on meeting both our customer’s and Filiatra’s environmental obligations.

Tony Dimas

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