



# Environmental Policy Statement

Total Response is a property repairs and maintenance company, based in Shropshire, and is comprised of over 100 employees. It is owned by the Shropshire Housing Group.

Total Response Ltd is committed to protecting the environment by managing, mitigating and continually improving, where practicable, its environmental risks and impacts.

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We will seek to develop, implement, maintain, audit and review an Environmental Management System to meet the requirements of 14001:2015. Systems will also be reviewed in response to operational, legislative changes and in light of Organisation.

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We will:

- Aim to carry out our business activities with respect and care for the environment, our neighbours and local communities.
- Plan and manage our environmental impacts.
- Actively seek to develop opportunities to positively protect and enhance the environment.
- Practice good housekeeping
- Comply with appropriate environmental legislation and other requirements at all times in relation to our environmental risks
- Minimise waste and carry out our activities in order to mitigating pollution and nuisance to our neighbours
- Build good relationships with the local communities
- Maintain and raise environmental awareness throughout the Company.

## Culture

We are committed to the development and maintenance of an open dialogue culture which will include the communication of this environmental policy to our employees, suppliers, customers, sub-contractors and other stakeholders.

## Energy

We shall look to monitor, manage and reduce our use of energy and to evaluate alternative renewable energy technologies for implementation where they may be practicable.

## Transport

Subject to suitability for purpose, low emission vehicles will be operated. We will aim to minimise mileage driven by our vehicles as long as customer service is not compromised. We shall evaluate alternative fuel technologies where they may be practicable. All staff will be encouraged to drive in a fuel efficient and safe manner. We shall encourage staff who wish to use alternative forms of transport or vehicle share for journeys to and from their place of work.

## Pollution Control

We shall establish and maintain systems to protect the environment thus avoiding environment pollution and harm to human health. This will include procedures for safe handling, disposal and containment of substances that have the potential to cause pollution.

## Waste Management

We shall ensure responsible management of our own wastes encouraging reuse and recycling to minimise disposal to landfill. We shall dispose of our wastes in strict compliance with legislation.

## Management of Water

We shall monitor, review and manage the impacts of our operations on water resources and have effective measures in place to protect the environment therefore preventing pollution. Where appropriate we shall conserve and reduce our use of mains water through recycling and use of rainwater harvesting opportunities.

*This Policy has been defined and endorsed at the highest level to ensure that it is appropriate to the context nature, scale and environmental impact of the Companies operations.*

A handwritten signature in black ink, appearing to read "Francis Narweh".

Francis Narweh  
Director of Total Response Limited