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## Hilo Environmental Policy

January 2014

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

We are conscious that though our services are aimed 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 our integrated Quality, Environment, 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 to 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 they understand the need for 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 this Policy with the aim of delivering continual improvement 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.

## Privacy Policy

We have developed a Privacy Policy so that you may feel confident about the Privacy and Security of your personal information. We respect the privacy of all the visitors to this website. Any and all information collected by us and projects worked on by us will be kept strictly confidential and will not be sold, reused, loaned, or otherwise disclosed to any third party.

### Email Address

We respect the privacy of personal email accounts and we store your email addresses just as securely as other personal information.

We will not send you unwanted email messages or junk mail, and your details will not be passed to any organisation outside the group for marketing purposes without your explicit permission. However, we may use email in response to enquiries you make about our services or service issues.

### Disclosure of Information

We take all reasonable care to prevent any unauthorised access to your personal data. We sometimes use other companies to provide some of our services or to provide services to us. To enable them to do this, we may need to let them process your personal information.

Our staff and those working for our agents or contractors have a responsibility to keep your information confidential and are only allowed to use it to offer products and services on our behalf.

### Right of Access to your Information

If you want to know exactly what personal information Hilo holds on you, you can obtain it.

If it transpires that the information held is inaccurate, we will make the necessary amendments and confirm to you that these have been made. Please write to Hilo

### Please Help Us

We wish our service to meet your expectations on all occasions. To do so we need the information we hold about you to be accurate and up to date. Please help us by informing us promptly of any changes to your personal circumstances.

### Contact Us

If you have any further questions regarding Hilo Privacy Policy please contact us

## 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 well being 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 provided with appropriate sustainability training to help them with awareness and competence.