

Oakleaf Commercial Services Ltd **Quality & Environmental Policy**

Oakleaf Commercial Services Ltd (OCS) consisting of Oakleaf Grounds Services, Oakleaf Repairs, Oakleaf Construction & Refurbishment, Oakleaf Doors & Windows, Oakleaf Homes and Oakleaf Energy, is a leading provider of property services, including repairs, maintenance, refurbishment, home building, grounds services, window manufacturing and joinery services throughout the West Midlands.

OCS shares the Values and the three Charters; Customer, People and Business, of its parent company, The Community Housing Group Ltd.

To guarantee high levels of performance, quality, environmental compliance and customer satisfaction and to ensure that year-on-year improvements are maintained, OCS operates a business management system that meets the requirements of ISO9001 and ISO14001.

To meet and maintain the high standards that we set ourselves we commit to:

- Delivering high quality and safety in every aspect of our business.
- Meeting or exceeding our customers' expectations.
- Minimising our impact on the environment and promoting sustainability and good environmental practices.
- Having a positive influence within the communities in which we operate.
- Attracting, retaining and developing our people.
- Continually improving our quality and environmental management system through monitoring, measurement of processes, service delivery and customer feedback.
- Setting measurable quality and environmental objectives and continually reviewing these for effectiveness.
- Communicating the company's quality and environmental policy and objectives to our staff.

OCS considers respect for the environment a key business responsibility and encourages all stakeholders to take an interest in the protection of the environment.

OCS will therefore:

- Ensure that the company complies with appropriate legislation, regulations and other compliance obligations to which the company subscribes.
- Identify and evaluate the environmental aspects associated with the supply of cleaning and associated services in order to control and reduce any environmental impact, including the prevention of pollution.
- Ensure the responsible use of natural resources and the minimisation of waste and energy consumption.
- Implement the training of employees to ensure that they are environmentally aware and that neither they, the community nor the environment are exposed to harm as a result of OCS' operations.

Achieving these standards is the responsibility of the entire team at OCS and our management team is fully committed to the implementation of this policy statement.

.....
Signed: Managing Director – Oakleaf Commercial Services Ltd