

Environmental policy

for KN Rengøring



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Introduction

KN Rengøring has a great focus on both the global environment and the working environment for our customers and our own employees.

We have therefore chosen to formulate our implemented initiatives, environmental plans and the overall environmental action plan for our company in an official environmental policy.

Externally, the environmental policy is a document that communicates our commitment to the environment to our customers and public institutions.

Internally, the environmental policy forms the basis for all proactive environmental initiatives in KN Rengøring, including being part of our internal training system.

It is also the responsibility of our entire organisation to use the environmental policy as a guide in their everyday work, whether it concern purchasing, making offers or introducing new methodologies.

The environmental work is an ongoing process which constantly requires a revision of previous assumptions, and this means that we are frequently revising this environmental policy.

Welcome to Environmental Policy 2014:1, revised August 2014.

Environmental action plan

KN Rengøring has decided that all work in our organisation must have the smallest possible environmental impact and that we should also offer the best possible working environment for the service employees who will be completing the tasks in addition to the people who will subsequently be using the rooms.

We have therefore prepared a clearly defined environmental action plan which is expressed via the following:

- 1.** KN Rengøring wants to be known as a company that takes care of the environment and is always in a market-leading position when it comes to developing new methods for reducing its environmental impact.
- 2.** All processes that have an impact on the environment will be subject to proactive management and reactive controls so that the environmental impact is minimised).
- 3.** We will always be collecting information on the working environment and the external environment impacted by our work and act based on this information.
- 4.** Modern technology will assume a prominent role in all processes, as we are convinced that technology is an important factor in reducing our environmental impact.
- 5.** Through a thorough instruction and training, we want to ensure that all of our employees understand the environmental factors so that they take the environment into account in their daily work - regardless of where they are working in the organisation.
- 6.** We want to put a particular focus on ensuring that all purchases are made with consideration for the environment, which means that we will demand that our primary suppliers have a responsible environmental policy and - if possible - that they are certified in accordance with such standards.
- 7.** No products that are covered by the Danish Working Environment Authority's latest list of cancer-causing substances, including substances classified as R40, R45 or R49, and of reproduction-toxic substances, such as R42, R60, R61, R62, R63 and &4, allergy-causing substances, including R42 and R43, and neurotoxic substances are used at RN Rengøring.
- 8.** We will maintain a positive and open dialogue with all public institutions, customers, authorities and others who wish to take part in optimising our approach to environmental issues.
- 9.** Overdosing - which is one of the most significant factors when it comes to cleaning companies' environmental impact - must be eliminated via thorough instructions and follow-up controls in the form of delivery follow-ups from our warehouse. At the same time, there must be implemented dosage pumps and units on an ongoing basis which ensure that the correct doses are used.
- 10.** The number of different cleaning products must via individual complexity be reduced to a minimum and the agents used must be without colouring agents, perfume or unnecessary preservatives. Additionally, cleaning agents must be as pH neutral as possible and be without organic chlorine compounds, EDTA and NTA.
- 11.** No ideas must be untested when it comes to minimising the environmental impact.
- 12.** KN Rengøring will actively seek to improve how it handles the environmental aspect and will continually strive to reduce or eliminate the factors that result in us damaging the environment.

Environmental considerations and methodology

At all levels of the organisation, KN Rengøring only uses methods of working that are developed with a view towards reducing the environmental impact of our work.

Level 1: Administration / management

At the administrative and management level, this includes (among other things):

1. The use of IT in all processes where this is possible.
2. The training of all employees to promote a sense of environmental responsibility.
3. To minimise the use of paper in all workflows.
4. To always encourage the entire organisation to demonstrate a major commitment to helping the environment.

Level 2: Purchases / sales

Our purchases and sales organisation has a major focus on the environment in all processes, including:

1. Ensuring that all purchases are made in an environmentally responsible manner.
2. Ensuring that the purchasing organisation creates the most possible harmony between environmental considerations, quality and cost effectiveness.
3. Ensuring that the sales department is focusing heavily on the global environment and working environment when preparing offers and only preparing offers which are in accordance with the company's overall guidelines for square metre services and a sustainable environment for our employees.
4. Ensuring that no sales are allowed to be completed that compromise on environmental or work environment issues.

Level 3: Production

Both the service managers and service employees at the production levels must be very environmentally conscious, among other things, by:

1. Complying with the company's overall environmental policy and via the instruction and training also comply with the guidelines concerning methodology.
1. Selecting methods that always result in the least harmful environmental impact.
3. Always re-assessing the current methodology and ensuring that there is sufficient information for the company's management to base their decisions on.
4. Demonstrating willingness and commitment to test new methodologies or tools that are particularly environmentally friendly, such as microfibre technology.

Environmental considerations and the use of chemicals

It goes without saying that any use of chemicals have an impact on nature.

KN Rengøring has therefore decided that in the vast majority of cases - and at a minimum, for daily cleaning processes - there should be used chemicals for cleaning and other work that:

1. Are certified in accordance with impartial environmental controls, such as the Nordic Swan ecolabel.
2. Are so complex that they can work together with at most 2-3 other chemicals, as we want to limit the number of different chemicals used as much as possible.
3. Can be used without hot water.
4. Are produced by a supplier which has formulated and complies with an environmentally responsible production process which is certified via a recognised environmental standard such as, for example, DS/EN ISO 9000, DS/EN 14001 or EMAS.
5. Are as pH-neutral as possible.
6. Are without organic chlorine compounds, colouring agents, perfumes or unnecessary preservatives.

When using chemical cleaning agents, the following guidelines must always be complied with:

1. Overdosing may not take place and via controls and follow-ups it must be counteracted in every way. There are used dosing pumps and units to ensure correct dosages are used.
2. The instructions on data sheets/product information sheets must always and without exception be complied with.
3. There must always be used the mildest chemical agent for the task.
4. Cleaning carts and rooms and other storage locations for chemicals must always be equipped with the least possible amount of different chemicals - for daily work, these should be limited to at most four different kinds (inventory, floors, sanitation and glass).
5. Chemical waste should be avoided.
6. There must be used methodologies and selections of chemicals that take into account the environmental issues to the greatest extent possible - however, without reducing the agreed upon level of quality.

Implemented environmental initiatives

KN Rengøring has via a multi-year commitment managed to implement a number of environmental initiatives that benefit both the global environment, the working environment, our customers and our own employees. For example:

- 1.** The environmental awareness among employees throughout the entire organisation has been strengthened significantly via targeted training and instruction.
- 2.** The use of all chemicals with chlorine and phenol compounds have been discontinued.
- 3.** All packaging (plastic bags, sacks, etc.) are free of PVC.
- 4.** Modern technology has replaced a large number of processes which previously required large amounts of paper.
- 5.** High tech items such as microfibre cloths are now being used and are currently much more common throughout the entire operation.
- 6.** The use of chemicals, packaging and items is monitored closely in order to ensure that there is no overdosing/over-consumption. Employees are instructed to use dosing pumps and units which ensure the correct dosages are used.
- 7.** The number of different chemicals for daily cleaning tasks have been reduced to a maximum of four.
- 8.** For daily work, there is only used chemicals which are certified by the Nordic Swan ecolabel.
- 9.** Company cars are selected based on their fuel efficiency (at least 15 km/litre of fuel). Driving between customers is planned via GPS so as to minimise the environmental impact and to reduce unnecessary driving. When hiring employees, their geographical location is taken into account in order to reduce the need to commute long distances.

Long-term plans

In accordance with our overall environmental action plan for the organisation, KN Rengøring has defined a number of long-term plans which form the basis for our future environmental work:

1. The environmental commitment among all of our organisation's employees must continually be promoted via training and instruction.
2. All chemicals on the Danish Working Environment Authority's list of chemicals that:
Cause cancer
Are toxic to reproductive organs
Cause allergies
Are neuro-toxic
must be limited further or eliminated entirely.
3. The consumption of phosphates, neutralisers, and tensides must be from the mildest possible categories.
4. The general consumption of chemicals must be reduced while taking into account the agreed upon levels of quality. All chemicals that contain environmentally harmful substances, such as EDTA, must be minimised or eliminated entirely in collaboration with our suppliers of chemicals.
5. In the future, it is expected that we will start using electric cars to drive in urban areas.
6. The strong and persistent effort to reduce the environmental impact must be intensified via:
 - A. The management's commitment
 - B. Training and instruction
 - C. Investigating the market in order to find the most environmentally friendly chemicals
 - D. The development of environmentally friendly methodologies

The overall responsibility for the completion of all these initiatives in accordance with the company's long-term plans belongs to the management of KN Rengøring.

Environmental organisation

The environmental organisation is described in the following organisational diagramme which is divided into individual levels of competence:

As shown below, it is the responsibility of the entire organisation at KN Rengøring to persistently and proactively work towards ensuring the best possible approach to the global environment and working environment.



The environmental management at KN Rengøring

The purpose of having an environmental management in the daily operations is to create an overview of and work towards reducing the impacts that our activities have on the environment and employees. This is accomplished via a number of managerial procedures aimed at:

- Mapping KN Rengøring's resource consumption
- Setting up an overall policy for environmental issues
- Preparing a prioritised list of significant environmental areas
- Setting up objectives, goals and action plans based on the prioritised list
- Preparing procedures that ensure the implementation of the individual activities
- To evaluate and further develop the entire environmental management system on an ongoing basis

The environmental handbook (prepared based on the industry environment council's instructions) is the focal point, and it consists of a comprehensive overview of all procedures, action plans, objectives, instructions, schedules and the environmental policy itself which is the basis for the environmental management system. The handbook is available both in a physical and digital copy, ensuring that all employees have access to it.

The environmental management system is continually processed at employee meetings and there is constantly being worked with maintaining and further developing the "environmentally friendly" behaviour among the management and employees.

Area of application

This environmental management system applies to KN Rengøring and KN Rengøring I/S (hereinafter referred to as 'the company').

Environmental emergency response

Besides the below, at some customer locations there will be reviewed their emergency response plans together with all of KN Rengøring's employees that are at the location.

The situation

Any kind of cleaning agents, oil spills, battery acid leaks, sprinkler fluids, cleaning soaps, organic solvents, acids and bases or similar chemicals.

Action

The spilled substances are removed mechanically and the rest is removed with cloths. In extreme cases, cat litter or the like can also be used. Waste that involves the risk of contaminating drains, public sewer systems or risk seeping into the ground: The public emergency response units are alerted by calling 112. The health and safety committee will be involved and will evaluate the incident. If the customer has health and safety representatives, they will also be alerted.

Fire

Everyone leaves the workplace. The public emergency response units are alerted and the customer is called in / notified.

The person responsible for environmental issues is called.

An overview card listing dangerous chemical fluids is issued to the fire department.

The health and safety committee is involved and the incident is evaluated.