

## RETROSERVE LIMITED

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# Environmental Management Policy

## Policy Statement and Commitment

Retroserve Limited is fundamentally committed to protecting the environment, minimizing pollution, and continually improving environmental performance, in a manner appropriate to the nature and scale of our Energy Efficiency Measures (EEM) installation activities. This Environmental Management Policy is aligned with the principles of ISO 14001 and addresses our legal obligation to manage environmental impact, particularly concerning construction waste and site pollution.

**Core Commitment:** We commit to fulfilling all compliance obligations relating to environmental legislation, including all duties associated with operating as a licensed Upper Tier Waste Carrier.

## Strategic Context and Environmental Objectives

Retroserve's core business model is inherently environmental, as the delivery of EEMs (External Wall Insulation B4, Loft Insulation B9, etc.) directly reduces clients' carbon footprints and energy consumption, supporting national decarbonisation targets. To reinforce this benefit, we have established measurable and verifiable objectives and targets:

1. **Waste Diversion:** Maintain the construction waste diversion rate above 95% from landfill through rigorous on-site segregation and recycling.
2. **Pollution Prevention:** Eliminate incidents of environmental pollution (e.g., chemical runoff, uncontrolled dust/noise) on domestic sites.
3. **Emissions Reduction:** Reduce fuel consumption and vehicle emissions by optimizing routing for site visits and ensuring compliance with local Clean Air Zone rules.

## Responsibilities for Environmental Management

Environmental responsibilities are assigned across all management and operational levels:

Role	Environmental Responsibilities
<b>Director/CEO</b>	Holds ultimate responsibility for ensuring the policy is implemented, formally reviewed (via Management Review), and that adequate resources (financial and training) are provided.
<b>Project Managers (Site Management)</b>	Responsible for enforcing waste segregation and pollution prevention measures on site. Must ensure that only licensed, verified waste carriers are used for all waste disposal and transfer.
<b>Procurement Team</b>	Responsible for selecting suppliers who comply with sustainable sourcing standards, including Chain of Custody (COC) certification for timber products where applicable.
<b>Workforce</b>	Responsible for adhering to site pollution prevention measures and actively participating in mandatory waste segregation procedures (e.g., placing materials in correct designated bins).

## Environmental Aspects and Impact Management

In alignment with ISO 14001 principles, Retroserve identifies and controls its significant environmental aspects:

<i>Activity</i>	<i>Aspect</i>	<i>Impact</i>	<i>Significance</i>	<i>Control Measure</i>	<i>Compliance Obligation</i>
<b>Installation Works (B4, B9)</b>	Generation of construction waste	Landfill/Resource Depletion	High	Waste segregation, use of licensed disposal facilities, Reg. No. CBDU567893	Waste Regulations 2011
<b>Site Preparation/Cutting</b>	Noise and dust generation	Local nuisance/Air quality	Medium	Wet cutting methods mandated, time restrictions enforced, RPE/hearing protection used	Local Authority Environmental Protection Act
<b>Site Transport</b>	Fuel consumption/emissions	Climate change/Air quality	Medium	Route mapping optimization, compliance with Clean Air Zone rules	Clean Air Act

## **Arrangements and Management Systems**

### **Waste Management**

As an Upper Tier Waste Carrier, Broker, and Dealer (License No. CBDU567893), Retroserve enforces mandatory waste management procedures:

- **Segregation:** Maximizing on-site segregation of construction waste (e.g., plasterboard, plastics, metals, EWI system packaging) is mandatory to maximize recycling rates and minimize landfill use.
- **Transfer:** Ensuring all waste is transferred only via licensed carriers and accurately documented using Waste Transfer Notes (WTNs).

### **Pollution Prevention**

Site procedures detailed within the Construction Phase Plan (CPP) and site inductions are implemented to prevent contamination of land and water. This includes managing the secure storage and handling of chemicals (COSHH) and preventing surface water runoff during site works (e.g., EWI rendering, mixing materials).

### **Sustainable Sourcing**

The Procurement Team mandates the selection of materials with low environmental impact and requires confirmation that all new timber and timber products are sourced from well-managed, sustainable sources, evidenced by holding Chain of Custody (COC) certification. Subcontractors are also required to adhere to Retroserve's Environmental Policy, including packaging take-back schemes where appropriate.

### **Monitoring, Audit, and Review**

The policy mandates continuous monitoring to ensure effectiveness:

- **Monitoring and Measurement:** Regular checks on waste disposal records (WTNs), fuel consumption, and pollution reports.

- **Internal Audits:** Planned internal audits are conducted to assess compliance with environmental instructions (EIs) and procedures (EPs).
- **Management Review:** Formal management reviews are held regularly by Top Management to assess environmental performance, review progress against objectives (e.g., 95% waste diversion rate), and implement continuous improvement measures.

Signature: 

Full Name: Adam Shaid

Position: CEO

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