



# ENVIRONMENTAL MANIFESTO





## ENVIRONMENTAL MANAGEMENT

Mastercare takes its environmental responsibilities very seriously. Environmental management forms part of our Integrated Management System, and we benchmark our environmental management system by researching industry best practice and implementing measures as appropriate. To this end, our Environmental Management Policy includes our commitment to:

- purchasing environmentally benign chemicals for use in the delivery of all our services
- training our employees to incorporate environmentally sound practices in their work
- an awareness of energy and waste minimisation
- promoting recycling and reuse with our service providers and our clients, and
- seeking out and implementing sustainable practices.

## SUSTAINABILITY

We are committed to sourcing our suppliers with integrity, and setting clear targets and measurements for ensuring that the products we use are sustainable. For Mastercare, sustainability means adopting business strategies and practices that meet the needs of our clients and their stakeholders, while protecting the human and natural resources that will be needed in the future. Applying sustainability involves several key principles, including:

- implementing effective environmental management strategies and systems
- minimising environmental impact
- conserving natural resources
- operating in a manner that is socially responsible, and
- ensuring the future financial viability of the business.



## SUSTAINABILITY INITIATIVES

We constantly investigate sustainability initiatives. For example:

- we work with our garbage contractor to minimise land fill and improve recycling.
- we provide customers and tenants with special bins, training and education on recycling and waste reduction.
- we use energy-efficient equipment, such as steam cleaners and gas polishers.
- we have developed a systematic plan for eliminating or minimising the use of hazardous chemicals.
- we buy products where packaging has been made from recycled materials.
- we comply with an energy-efficiency program.
- we have expanded our Quality Management System to include Environmental Management.
- we report on our performance, and seek feedback from both stakeholders and suppliers.

## A SUSTAINABLE SUPPLY CHAIN

Our management team is required to implement sustainability principles when selecting suppliers or contractors, or carrying out procurement activities. This includes incorporating the 'Application to Register as a Supplier' form in all RFP and procurement activities. The information provided supports the commercial offer of all suppliers.

## LEGISLATION

Mastercare complies with all statutory environmental legislation. All staff are inducted to the Quality, OHS and Environmental legislation standards as follows:

- OHS Act 2000 & Regulation 2001
- AS 4801-2001
- ASO 14001-2004
- OHS Act 2000 & Regulation 2001
- AS 1319-1994 – Safety signs for the occupational environment



- AS/NZ 1596-2002 – Storage & handling
- AS/NZ 1269-1998 – Occupation noise management Part 1
- Code of Practice Noise Management (Cat. No. 150) WorkCover
- Worksafe Australia Asbestos Code of Practice & Guideline Notes
- AS 1716-1984 – Respiratory protective devices
- WorkCover skin cancer & outdoor workers
- WorkCover Guide – Use of PPE
- WorkCover Code of Practice – Manual handling
- OHS Manual Handling Regulation 1991
- SO 9001-2000 – Quality management
- Workcover Guidelines for Injury Management 2001
- Workcover Guidelines for Accident Investigation
- ACT Occupational Health and Safety Act 1989 and OHS Regulation 1991

## **SOCIAL RESPONSIBILITY**

Mastercare is a member of the Green Building Council of Australia and subscribes to the 'True Green @ Work' program. We take our social responsibility seriously. To this end:

- our corporate policies for the protection of the environment are integrated into the day-to-day operation of all of our contracts
- environmental protection is an integral part of planning, management and ongoing operations
- we ensure our activities comply with all legislative requirements, including government regulations, waste minimisation techniques, resource recovery, waste tracking controls and accessing advanced technologies.

## **ENVIRONMENTAL PROTECTION**

Mastercare is committed to protecting the environment and to updating its practices in light of advances in technology and new understandings in health and environmental science. Prevention of pollution, contamination or any other harm to the environment is a fundamental practice of our business.



We strive to continually improve our efficiency by getting more output from each unit of energy we use. We operate in ways that limit or avoid contributing to adverse environmental impacts, and we encourage customers to use our cleaning and ancillary services more efficiently. In this way, we contribute to meeting our clients' needs while minimising our total environmental footprint.

On the subject of environmental protection, the principles of our Environment policy are very clear. We:

- strive not to allow any releases to the atmosphere, land or water, in any amounts that may harm health and the environment.
- train employees to enhance their understanding of environmental policies and to promote excellence in job performance with regard to all environmental matters.
- use environmentally safe disposal procedures for all waste.
- make every effort to use environmentally safe products.
- operate in a manner designated to minimise environmental hazards
- encourage employees to report any condition associated with our operations that creates, or has potential to create, a danger to the environment.

## WASTE MANAGEMENT

Mastercare's waste management strategy includes:

- a formal waste minimisation plan that includes full reporting regarding all waste statistics and environmental footprint details.
- a Waste Education program to train cleaners and tenants/staff to maintain set targets.
- educational materials, including stickers, posters, newsletters, and site-specific signage for clients.
- an induction program for all new employees.
- a visual audit of all programs and systems, including ongoing training.
- colour-coding of all on-site waste bins to match the ongoing education and training programs.

Our waste minimisation strategies are measured, recorded and reported in our monthly client report.



## REDUCE RECOVER RE-USE RECYCLE

Mastercare is committed to minimising the amount of waste to landfill and maximising recycling and re-use. We think it is essential that we lead our industry in seeking to minimise its environmental effects. Mastercare is reducing its environmental impact by actively focusing on six key areas:

1. **Reducing carbon footprints**
2. **Minimising waste**
3. **Reducing noise and improving air quality**
4. **Improving work practices**
5. **Respecting the well-being of customers and team members**
6. **Caring for the community.**

## GREENER PURCHASING PROCEDURES

Our commitment to the principles of waste minimisation, re-use and recycling are evident in our purchasing procedures. We only choose suppliers who are as committed to landfill waste reduction as ourselves. Some of our initiatives include, but are not limited to:

- all chemical products are supplied in recyclable plastic containers.
- handles for cleaning equipment, like mops, are re-usable and recyclable.
- mop and broom heads can be soak-sanitised for hygienic re-use.
- washing and dusting cloths are all biodegradable.
- goods are delivered in cardboard packaging whenever possible.

## GREENER OUTCOMES

Mastercare doesn't just talk 'green', we actually deliver. Wherever possible, we ensure:

### **Reduced internal airborne emissions**

- Mastercare promotes the use of high-efficiency (HEPA) filters in all vacuum cleaners and suggests regular cleaning of ceiling spaces, ductwork and ceiling tile surfaces to reduce airborne emissions.

### **Avoidance of hazardous emissions**

- Mastercare regularly reviews and provides records of MSDS for all materials and sites.





- We regularly ask to be provided with manufacturers' recommendations and specifications for low-impact cleaning agents for tenants' specialist finishes.
- In conjunction with our clients, we ensure the provision of adequate ventilation to cleaners' cupboards and store-rooms.

#### **Reduced water use in floor scrubber units**

- Wherever possible, Mastercare promotes the use of the FaST System – 'Foam Scrub Technology' for cleaning of hard floor surfaces (70% less water usage).

#### **Earth Hour**

- Mastercare works with its clients to help achieve the maximum result for this important environmental awareness initiative.
- In our own office, we have initiated an ongoing program whereby all non-essential power is switched off at the end of each working day.

#### **Energy conservation**

- Where possible, Mastercare ensures air conditioning thermostats suit the aspect and occupants of individual tenancies/sites.
- We suggest the labelling of light switches to identify areas of control. This helps cleaners to conserve energy by minimising lighting levels after hours.
- Energy-saving features on all Mastercare computers.

#### **Recycling of toner cartridges**

- The Toner Recycler Pty Ltd is a Sydney-based company specialising in the collection and distribution of empty print and fax toner cartridges to the toner recycling industry.

#### **Monthly reports**

- Some of our clients request monthly waste reports. These contain details of what has been sent to landfill, or to a worm farm established by Mastercare, or recycled as part of our contract. At these sites, each staff member is provided with special compartmentalised waste bins to separate food waste, paper and other items for recycling.



The cleaning industry's reputation for **environmental responsibility** hasn't always been impeccable. **Mastercare** believes it has a **clear mandate** to **adopt sustainable practices**. It is up to us **to set the benchmark**.



 **Mastercare**

Your support behind the scenes

[www.mastercare.com.au](http://www.mastercare.com.au)

## CONTACT

Transparency is critical. Mastercare is happy to answer any of your questions regarding its environmental practices.

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