COREVERA

Green and Environmental Sustainability Policy

Operational commitments for environmentally responsible cleaning services

Business	Corevera Ltd
Document owner	Gloria David, Managing Director
Version	1.0
Status	Approved for public use
Issue date	14 October 2026
Effective date	14 October 2026
Review cycle	At least annually and after material legal, contractual or operational change
Next review	14 October 2027

This policy is designed for Corevera's office, domestic, deep, end-of-tenancy and hotel or housekeeping support services across Wales.

Policy statement

Corevera Ltd will provide effective cleaning services while preventing pollution, using resources efficiently and reducing environmental harm. We will integrate environmental considerations into mobilisation, purchasing, service delivery, travel, waste handling, staff training and contract review. We will comply with applicable legal and client requirements and will support the environmental and well-being objectives of Welsh public bodies when delivering public contracts.

Corevera supports Wales's statutory pathway to net zero greenhouse-gas emissions by 2050 and the transition to a circular economy. As a growing business without a mature emissions dataset, we will establish a credible operational baseline before claiming quantified carbon reductions. Progress will be measured, evidenced and reported honestly.

The Managing Director is accountable for implementation. Every worker and subcontractor must follow the approved methods, site waste arrangements, COSHH controls and incident-reporting requirements relevant to their work.

1 Purpose and objectives

This policy sets the minimum environmental standards for Corevera's activities and provides a practical framework for continual improvement. Its objectives are to:

- prevent pollution and environmental damage;
- reduce greenhouse-gas emissions and unnecessary travel;
- minimise waste and keep materials in use for longer;
- use cleaning chemicals safely, accurately and only where needed;
- reduce avoidable water and energy consumption;
- purchase durable, repairable, refillable and lower-impact products where suitable;
- support lawful workplace recycling and waste duty-of-care arrangements;
- help clients meet contract-specific environmental and social-value outcomes;
- protect biodiversity and avoid harm to drains, soil, water and habitats; and
- maintain evidence that allows commitments to be verified during tenders, audits and contract reviews.

2 Scope

This policy applies to Corevera Ltd, its directors, employees, agency workers, subcontractors and suppliers where they act on Corevera's behalf. It covers offices and storage under Corevera's control, travel, procurement, cleaning operations, waste arising from Corevera's activities, and work performed at client premises.

Client premises may have stricter environmental procedures. Corevera will identify those requirements during site survey and mobilisation and incorporate them into site-specific risk

assessments, method statements, cleaning schedules and inductions. Where requirements conflict, work will not proceed until the responsible Corevera manager and client representative agree a safe and lawful approach.

3 Policy and government alignment

Corevera will monitor and respond to applicable environmental legislation and official guidance. Some Welsh statutes impose duties on public authorities rather than directly on Corevera; however, those duties influence public procurement and contract management. Corevera will support clients by providing proportionate evidence and measurable contract commitments.

Framework	Corevera response
Environment (Wales) Act 2016 and Welsh climate targets	Supports Wales's net-zero 2050 pathway, including Carbon Budget 3 for 2026 to 2030, through measured carbon reduction and resource efficiency.
Well-being of Future Generations (Wales) Act 2015	Supports a resilient, prosperous, healthier and more globally responsible Wales through prevention, long-term thinking, collaboration and measurable delivery.
Social Partnership and Public Procurement (Wales) Act 2023	Provides evidence and contract-level actions that can support socially responsible procurement objectives and public-sector reporting.
WPPN 006 and WPPN 016	Maintains a separate Carbon Reduction Plan, builds credible emissions data and addresses supply-chain emissions without claiming compliance before the required evidence is complete.
Beyond Recycling and workplace recycling reforms	Prioritises prevention, reuse, separate recycling, responsible purchasing and correct segregation at workplaces in Wales.
Environmental Protection Act 1990 duty of care	Keeps waste secure, uses authorised carriers where Corevera controls transfer, checks documentation and prevents unlawful disposal.
COSHH Regulations 2002 and hazardous-waste controls	Uses product approval, Safety Data Sheets, task assessments, correct dosing, secure storage and lawful disposal.

4 Environmental principles

Principle	Application
Compliance first	Meet applicable legal, regulatory, permit, client and contract requirements.
Prevention before correction	Avoid waste, spills, over-dosing and unnecessary journeys before relying on clean-up or offsetting.
Waste hierarchy	Prioritise prevention, reuse, recycling and other recovery before disposal.
Proportionate evidence	Set commitments with an owner, baseline, target, evidence source and review frequency.
Life-cycle thinking	Consider product concentration, packaging, transport, durability, repair, energy use and end-of-life.
Continuous improvement	Use inspections, purchasing data, incident reviews and client feedback to improve.
Honest communication	Avoid unsupported claims such as carbon neutral, zero impact, non-toxic or fully sustainable.

5 Environmental commitments

5.1 Climate and carbon management

- Work towards net-zero greenhouse-gas emissions by 2050 and keep a separate, annually reviewed Carbon Reduction Plan.
- Establish the first complete operational emissions baseline within 12 months after material trading begins, using recognised UK conversion factors and recording methodology and assumptions.
- Measure material sources within Corevera's control, including fuel and business mileage, purchased energy where applicable, and priority Scope 3 categories such as cleaning products, consumables, waste and subcontracted services where data is reasonably available.
- Set absolute or intensity-based reduction targets only after baseline quality has been checked.
- Reduce emissions at source before considering any environmental credits. Corevera will not describe itself as carbon neutral solely because credits have been purchased.

- Include contract-specific carbon actions in major bids where requested and report performance using the buyer's agreed methodology.

5.2 Travel and transport

- Plan routes, staff allocation and delivery schedules to avoid unnecessary journeys and duplicate trips.
- Record business mileage and primary travel mode where proportionate.
- Use remote meetings and digital site information when this is practical and does not compromise service quality.
- Consider lower-emission vehicles and equipment at replacement points, taking account of whole-life cost, reliability and charging availability.
- Encourage public transport, walking, cycling and journey sharing where safe and operationally suitable.

5.3 Sustainable procurement and suppliers

- Buy only what is needed and prefer concentrated products, controlled dosing, refill systems and bulk formats where this reduces waste safely.
- Consider durability, repairability, energy and water efficiency, recycled content, packaging, delivery distance, end-of-life options and supplier evidence.
- Prefer products carrying credible independent environmental certification where available and suitable, but verify performance, infection-control and surface-compatibility requirements.
- Request proportionate environmental information from key suppliers and avoid relying on vague marketing terms such as eco-friendly without evidence.
- Use local or regional suppliers where commercially reasonable and where doing so can reduce transport impacts without weakening quality, safety or value.

5.4 Cleaning chemicals and COSHH

- No cleaning chemical may be introduced until the current Safety Data Sheet has been obtained, the task has been assessed and the product has been added to the approved chemical register.
- Use the least hazardous effective product and method that meets hygiene, infection-control, client and manufacturer requirements.
- Use the minimum effective concentration and approved dosing equipment. More chemical must never be used on the assumption that it will improve cleaning.
- Never mix chemicals. Keep products labelled, secured and in original containers unless an approved labelled dispensing system is used.
- Control aerosol and volatile product use where practical, provide ventilation and protect occupants who may be sensitive.
- Prevent chemicals, dirty water, oils and concentrated solutions from entering surface-water drains, soil or watercourses.

- Dispose of residues and containers according to the Safety Data Sheet, product label, client arrangements and applicable waste rules.

5.5 Water stewardship

- Use measured dilution, trigger controls, microfibre systems and low-water methods where suitable.
- Do not leave taps running unnecessarily and report leaks observed at client premises promptly.
- Empty wastewater only into an authorised foul-water disposal point agreed with the client; never use a surface-water drain.
- Review water-intensive methods such as pressure washing and extraction cleaning to ensure the method and frequency are justified.

5.6 Energy and equipment

- Switch off and unplug equipment when not in use where safe and permitted.
- Select appropriately sized, efficient equipment and maintain filters, brushes, batteries and seals to preserve performance.
- Use timed or demand-based charging where feasible and avoid unnecessary overnight charging unless required by manufacturer guidance.
- Repair equipment where safe and economical before replacement, and route waste electrical equipment through appropriate reuse or recycling channels.

5.7 Waste and the circular economy

- Apply the waste hierarchy: prevent, prepare for reuse, recycle, recover and dispose only as a last resort.
- Follow the Waste Separation Requirements (Wales) Regulations 2023 and the client's site system. From 6 April 2026, this includes separate presentation of small waste electrical items where the rules apply.
- Keep recyclable streams separate and prevent contamination. Site signage and worker instructions must match the client's collection arrangement.
- Use reusable cloths, mop systems and containers where hygiene and cross-contamination controls permit.
- Avoid unnecessary single-use plastics and excessive packaging; work with suppliers on take-back, refill or consolidated delivery options.
- Where Corevera takes control of business waste, verify the receiving party or carrier, keep required transfer documentation and retain records for the applicable period.
- Do not remove client waste from site unless the contract, authorisation, carrier requirements and disposal route have been confirmed.

5.8 Pollution prevention and emergency response

- Store chemicals upright, securely and away from incompatible substances, drains and sensitive areas.
- Carry or make available spill materials appropriate to the products and quantities used.
- Stop work, protect people, contain the release if safe, prevent entry to drains, notify the client and Managing Director, and follow the Safety Data Sheet and site emergency plan.
- Record spills, near misses, complaints and unauthorised discharges. Investigate root causes and verify corrective action.
- Escalate any incident that may require notification to the relevant authority; Corevera will not conceal or minimise environmental incidents.

5.9 Biodiversity and local environment

- Avoid unnecessary disturbance to vegetation, nesting areas, water features and wildlife when working externally.
- Do not dispose of chemical residues, litter or wash water outdoors or on soft landscaping.
- Use targeted rather than blanket chemical application for external cleaning and obtain client approval for methods near sensitive habitats.
- Support public clients' biodiversity objectives through site-specific measures when relevant, such as protecting planted areas and reducing litter and plastic leakage.

5.10 Climate resilience

- Consider extreme heat, storms, flooding, water restrictions and disruption to energy, transport or supplies in site assessments and continuity planning.
- Protect stored chemicals and equipment from flooding and temperature extremes.
- Maintain alternative suppliers for critical consumables where proportionate and avoid unsafe substitutions during shortages.
- Adapt schedules during severe weather without compromising worker safety or contractual communication.

6 Roles and responsibilities

Role	Responsibilities
Managing Director	Approve the policy; maintain legal awareness; set objectives; allocate resources; approve products and suppliers; review incidents and annual performance; authorise public claims.
Contract or site lead	Translate policy into site RAMS, schedules, waste instructions and KPIs; brief workers; inspect compliance; report data and corrective actions.

Role	Responsibilities
Workers	Follow training and site rules; use correct products and doses; segregate waste; conserve water and energy; report defects, spills, near misses and improvement ideas.
Procurement responsibility	Evaluate environmental evidence, packaging, product concentration, durability, efficiency, delivery and end-of-life; maintain approved lists.
Subcontractors and suppliers	Meet relevant contract requirements, provide requested evidence and report environmental incidents affecting Corevera's work.

7 Operational controls

Before a new contract or site starts, Corevera will complete an environmental mobilisation check. The resulting controls will be included in the site file and induction.

1. Confirm client environmental rules, restricted areas, drain types and spill arrangements.
2. Map waste streams, bin locations, colours, contamination rules and collection responsibilities.
3. Approve products, Safety Data Sheets, COSHH assessments, dosing methods and storage.
4. Confirm authorised wastewater disposal points.
5. Select equipment and consumables suited to the task and building.
6. Identify environmental aspects with the potential for significant harm or contract impact.
7. Set site-specific measures, owner, reporting frequency and evidence source.
8. Brief workers and verify understanding before unsupervised work begins.

8 Environmental aspects and risk assessment

Corevera will maintain a proportionate environmental aspects register. Significance will consider the scale and frequency of the activity, legal or contractual obligations, potential harm, client sensitivity, likelihood, and Corevera's ability to control or influence the impact.

Activity	Potential impact	Minimum controls
Chemical use and storage	Spill, air exposure, water pollution, packaging waste	COSHH, approved products, dosing, secure storage, spill plan

Activity	Potential impact	Minimum controls
Waste handling	Contamination, unlawful transfer, litter, landfill	Site segregation map, labelled bins, authorised route and records
Travel	Fuel use, emissions, congestion	Route planning, mileage log, remote coordination
Water use and discharge	Resource use, drain pollution	Measured use, approved foul-water point, leak reporting
Electric equipment	Energy use, WEEE, battery waste	Efficient selection, maintenance, switch-off, lawful recycling
External cleaning	Run-off, habitat disturbance, noise	Method approval, weather check, containment, timing controls

9 Objectives targets and indicators

The following initial objectives demonstrate Corevera's direction while the business establishes a measured baseline. Targets may be strengthened after the first annual review. Contract-specific targets will take precedence where they are stricter and achievable.

Area	Indicator	Initial target	Evidence	Owner
Governance	Policy approved, communicated and reviewed	Approve before use; review at least annually	Signed policy and review record	Managing Director
Training	Relevant workers complete environmental induction	100% before unsupervised deployment	Training matrix and induction records	Managing Director
Chemicals	Approved products supported by current SDS, COSHH and dosing instruction	100%	Chemical register and audit	Site lead
Waste	New sites receive a documented waste-separation check	100% before mobilisation	Site environmental checklist	Site lead

Area	Indicator	Initial target	Evidence	Owner
Pollution	Unauthorised discharge or uncontrolled significant spill	Zero	Incident and near-miss log	All roles
Waste evidence	Required waste-transfer evidence retained where Corevera controls transfer	100%	Transfer notes and carrier checks	Managing Director
Digital working	Routine internal records created digitally where accepted	At least 90% by count	Document register	Managing Director
Carbon baseline	First operational baseline completed	Within 12 months of material trading	Carbon inventory and methodology	Managing Director
Carbon improvement	Operational emissions intensity reduction target	Set after baseline; initial ambition 5% year on year where practicable	Annual Carbon Reduction Plan	Managing Director
Improvement	Environmental improvement actions completed	At least 3 material actions per year after first full operating year	Action plan and evidence	Managing Director

10 Training and competence

Environmental competence will be matched to the role and site. Initial and refresher training will cover, as relevant:

- this policy and individual responsibilities;
- waste prevention, segregation and contamination controls;
- approved products, COSHH, dosing and chemical incompatibilities;
- water and energy conservation;
- spill prevention, containment, reporting and drain protection;
- client environmental rules and site-specific controls;
- accurate data recording and evidence retention; and
- how to report an improvement idea, near miss or non-conformance.

Competence will be checked through questioning, observation, inspections, product-use checks and review of completed records. Retraining will be provided after material changes, repeated non-conformance or an incident.

11 Monitoring records and reporting

Corevera will collect information proportionate to its size, activities and contracts. Records may include:

- business mileage and fuel information;
- energy data for premises or charging under Corevera's control;
- cleaning-product and consumable purchase data;
- dilution-system checks and chemical stock discrepancies;
- waste streams, transfer notes, carrier checks and contamination issues;
- water or energy data supplied by clients where contractually available;
- training, inspections, spills, near misses, complaints and corrective actions;
- supplier environmental information and improvement actions; and
- contract-specific carbon or social-value measures.

The Managing Director will review trends at least annually. Material public-contract commitments will be reviewed at the frequency agreed with the client. Data limitations, estimation methods and changes in scope will be recorded so that comparisons are not misleading.

12 Incidents non-conformance and corrective action

9. Make the area safe and stop the source where this can be done without personal risk.
10. Protect drains, people, property and sensitive areas; use the approved spill procedure.
11. Notify the client contact and Managing Director promptly.
12. Record facts, materials, quantity, location, immediate action, photographs where appropriate and persons notified.
13. Assess whether specialist support or external notification is required.
14. Investigate the cause, assign corrective and preventive actions, and confirm completion.
15. Review the relevant risk assessment, COSHH assessment, method, training or supplier arrangement.

13 Communication and environmental claims

The current approved policy may be provided to clients, workers, suppliers and tender evaluators and may be published on Corevera's website. Supporting records will be shared subject to confidentiality and data-protection requirements.

All environmental claims must be specific, accurate, evidenced and authorised by the Managing Director. Corevera will not claim certification, carbon neutrality, zero waste, fully sustainable products, net-zero achievement or legal compliance beyond the evidence held. Where a commitment is an ambition or future target, it will be described as such.

14 Review and continual improvement

The Managing Director will review this policy at least annually and sooner following a significant environmental incident, legal or procurement-policy change, new service or product, major contract, client complaint, audit finding or evidence that controls are ineffective. The review will consider objectives, performance data, incidents, worker feedback, supplier evidence, client requirements and opportunities to reduce impact.

Each review will record the decision, changes, responsible owner, completion date and evidence. Superseded copies will be retained or controlled so that only the current approved version is presented externally.

15 First year implementation plan

No	Action	Timescale	Owner	Evidence
1	Approve and publish the policy; create controlled document register	Within 30 days of approval	Managing Director	Signed copy and website or tender-library record
2	Create environmental legal and contract obligations register	Within 60 days	Managing Director	Register with review dates and sources
3	Create approved chemical and consumables list with environmental selection criteria	Before operational deployment	Managing Director	Register, SDS and COSHH records
4	Introduce site environmental mobilisation checklist	Before each new contract	Site lead	Completed checklist

No	Action	Timescale	Owner	Evidence
5	Create mileage, energy, products, consumables and waste data logs	Within 60 days of material trading	Managing Director	Monthly records
6	Brief all workers and relevant subcontractors	Before unsupervised work	Managing Director	Training record
7	Establish emissions baseline and update Carbon Reduction Plan	Within 12 months of material trading	Managing Director	Baseline, methodology and approved plan
8	Complete annual review and set quantified reduction targets	Within 12 months of approval	Managing Director	Review minutes and new objectives

Appendix A Site environmental mobilisation checklist

Check	Yes or No	Evidence or action required	Owner and date
Client environmental policy and site rules reviewed			
Applicable tender or contract commitments identified			
Waste streams, bin colours, storage and collection responsibilities mapped			
Small WEEE separation requirement considered			
Authorised foul-water disposal point confirmed			

Check	Yes or No	Evidence or action required	Owner and date
Surface-water drains and sensitive areas identified			
Approved products, SDS, COSHH and dosing arrangements confirmed			
Chemical storage and spill materials confirmed			
Water and energy conservation methods included in the work plan			
External areas, biodiversity or run-off risks assessed			
Travel, delivery and storage arrangements planned			
Environmental KPIs, data owner and reporting frequency agreed			
Worker briefing completed and understanding checked			

Appendix B Product and supplier environmental criteria

Criterion	Minimum consideration
Performance and safety	Effective for the task; compatible with infection-control, surface and manufacturer requirements; current SDS available.
Hazard reduction	Lower-hazard alternative considered and substitution decision recorded where relevant.

Criterion	Minimum consideration
Concentration and dosing	Concentrated or refill format with reliable controlled dosing where suitable.
Packaging	Reduced, recyclable or recycled-content packaging; take-back options considered.
Durability	Reusable, repairable and appropriately robust for expected service life.
Energy and water	Efficiency information considered for powered or water-using equipment.
Transport	Delivery consolidation, distance and local supply considered alongside total value.
Evidence	Independent certification, technical data or supplier reporting preferred over unsupported claims.
End of life	Reuse, recycling, WEEE, battery or hazardous-disposal route identified.

Appendix C Official reference framework

The following official sources informed this policy. The legal register should record the date each source was last checked and any contract-specific interpretation.

Official source	Web address
Welsh Government climate change targets and carbon budgets	https://www.gov.wales/climate-change-targets-and-carbon-budgets
Welsh Government workplace recycling	https://www.gov.wales/workplace-recycling
Welsh Government workplace recycling guidance for workplaces	https://www.gov.wales/workplace-recycling-guidance-workplaces
Waste Separation Requirements Wales Regulations 2023	https://www.legislation.gov.uk/wsi/2023/1290/contents
Waste duty of care code of practice	https://www.gov.uk/government/publications/waste-duty-of-care-code-of-practice

Official source	Web address
Welsh Procurement Policy Note 006	https://www.gov.wales/wppn-006-decarbonisation-through-procurement-taking-account-of-carbon-reduction-plans
Welsh Procurement Policy Note 016	https://www.gov.wales/wppn-016-decarbonisation-through-procurement-addressing-co2e-in-supply-chains-html
Welsh Government procurement policy notes	https://www.gov.wales/procurement-policy-notes
Beyond Recycling strategy	https://www.gov.wales/beyond-recycling
Social Partnership and Public Procurement Wales Act 2023	https://www.legislation.gov.uk/asc/2023/1/contents
Control of Substances Hazardous to Health Regulations 2002	https://www.legislation.gov.uk/uksi/2002/2677/contents

Approval

By approving this policy, the signatory confirms that Corevera Ltd will implement the commitments proportionately, maintain supporting evidence and review performance regularly.

Approved by	Gloria David
Signature	
Approval date	14 October 2026
Next review date	14 October 2027