

SAFETY, HEALTH, ENVIRONMENT & QUALITY POLICY - 2024

M&M Skip Hire Ltd T/A M&M Waste Solutions is a medium-sized company providing skip hire and waste management solutions in the Oxfordshire area. Servicing industry, local authorities and the general public with a comprehensive transport fleet supported by our own Waste Transfer Stations and Materials Recycling Facilities.

We will conduct all our operations in a safe manner which protects and conserves the environment on local, regional and potentially global scales whilst providing quality services to our customers.

We will ensure that ISO 9001, ISO 14001 & ISO 45001 standards are maintained at all times.

This Safety, Health, Environment and Quality (SHEQ) policy sets out clearly M&M Waste Solutions' commitment to:

- Instil a culture of safety throughout our business.
- Ensure that all employees have the appropriate training and competence to carry out their roles and duties.
- Involve workers in the OH&S management system and the processes that support it, implementing ways to promote consultation and participation with workers -including contractors- to involve them in the decision-making and seeking their points of view.
- Carry out our business without putting employees', contractors', or our visitors' health and safety at risk by providing suitable and sufficient information, instruction, training, supervision and monitoring to enable staff to comply with this policy.
- Establish and maintain effective processes for identifying and eliminating hazards, controlling, assessing and reducing OH&S risks, as well as identifying and assessing OH&S opportunities or others.
- Provide analysis of all reported incidents and work-related Health and Safety matters, take appropriate action to prevent harm or injury to staff, our neighbours and the public and to initiate appropriate incident reduction initiatives to continually reduce our incident rates.
- Staff to be aware and confident that there shall be no reprisals for raising OH&S breaches and concerns.
- Identify the potential environmental impacts of our work activities and to ensure that we protect our environment by implementing clear policies, management systems and training which are monitored, measured and reviewed regularly to ensure that they remain effective at all times.
- Maintain compliance with all legal and other requirements, specifically our planning and permit documentation. This is supported by the Company's Environmental Management System (EMS).
- Provide excellent management services and solutions in conformance with our customer and stakeholder requirements and strive to exceed their expectations.
- Provide appropriate policies to ensure that only competent contractors and suppliers are engaged by M&M Waste Solutions to ensure that our standards and services are maintained at the highest level to continually improve in OH&S Management and OH&S performance.
- Promote a culture that strives for continual improvement and seeks to do things right first time every time.
- Maintain registration with the Fleet Operator Recognition Scheme (FORS) and manage systems, policies and practices to ensure ongoing compliance.

Strategy and objectives shall be set annually to measure our progress of continuous improvement in meeting our commitments and we will ensure the availability of information and of necessary resources to achieve them.

Central to this policy is M&M Waste Solutions' commitment to comply with all relevant Health & Safety and Environment legislation and codes of practice that apply to our business and the industry that we work in.

The M&M Waste Solutions objectives for 2024 are:

Health & Safety Objectives

1. Three members of the Management and Supervisory Team to successfully achieve the Institution of Occupational Safety and Health (IOSH) certification.
2. Zero RIDDOR reportable accidents during the year that are not related to breach of procedures.
3. To raise the number of reported Near Misses by departments in order to underpin the safety culture of the business.
 - MRF 25
 - WTS 40
 - Drivers 40
 - Workshop 20
 - Management/B. Support..... 40

Environment Objectives

1. Ensure that the EA subsistence charge scale does not exceed band C for Cassington WTS and The Spinney site throughout 2024.
2. The quantity of M&M sites spillages to be reduced by 10% on the 2023 data.

Quality Objectives

1. Customer Service Department to improve the omissions reporting data by 10% vs 2023 data.
2. Senior Management Team to raise NCRs across the business rather than relying on internal and external audits with an initial target as set out below:
 - Operations & Workshop 3
 - Transport & Customer Service 3
 - Directors 3
 - B. Support/Finance 3

These targets are in addition to NCRs raised during internal auditing.

This policy will be reviewed annually as a minimum requirement to ensure that it remains relevant and appropriate. In accordance with our management systems and the Safety, Health, Environment and Quality policy, our objectives and targets will be reviewed periodically at the Management Team meetings to ensure continual improvement.



Rob Fluckiger
Group Managing Director