
Environment & Biodiversity

2026

THINK



Certificate No. 461882024



Certificate No. 264972018

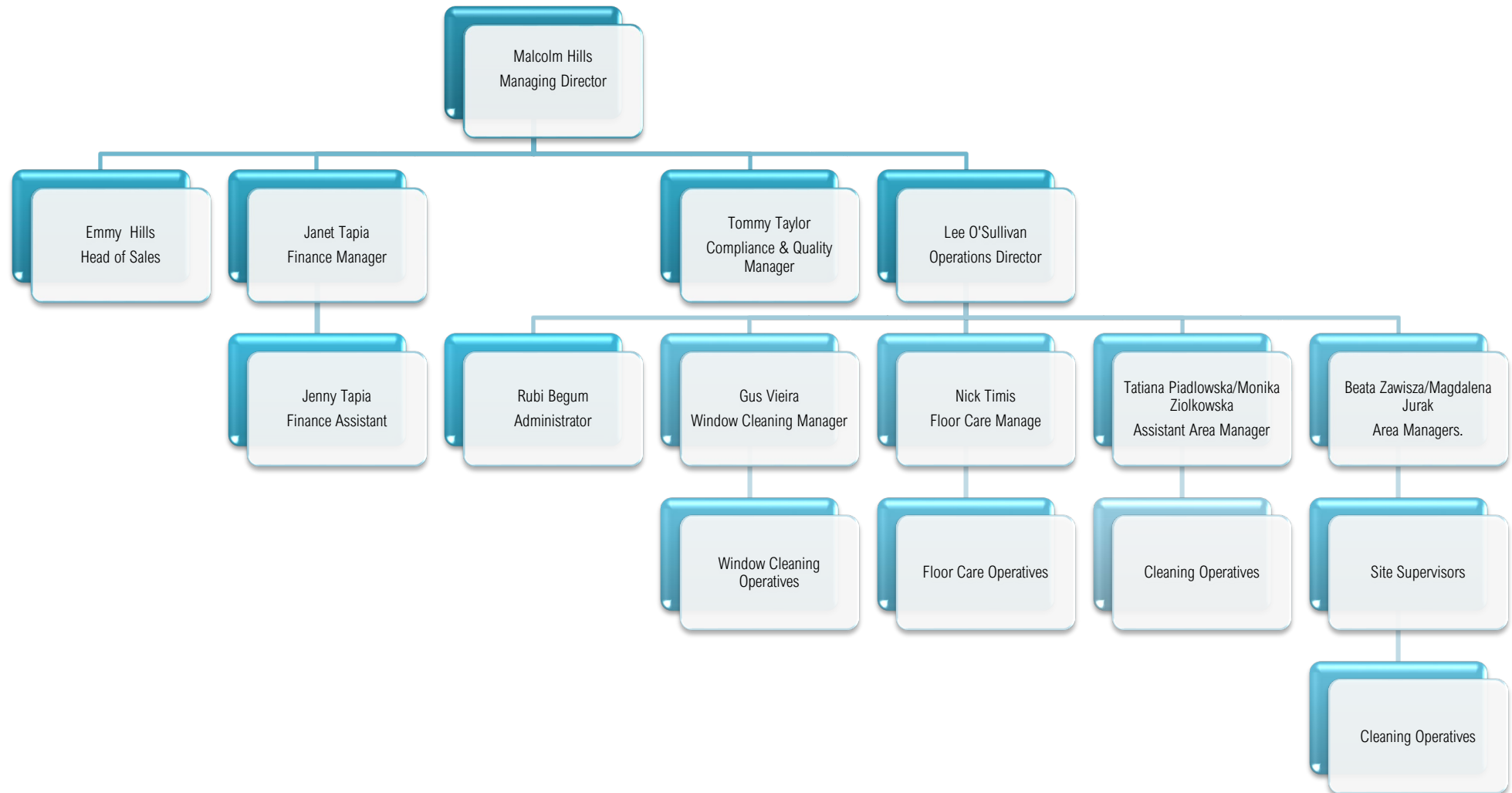


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Think FM Solutions OH&S Organisation Chart



Environment & Biodiversity Policy

Think FM Solutions Ltd

Environmental & Biodiversity Policy 2026

Document control

Policy owner: Think FM Solutions Directorate

Approved by: Managing Director

Approval date: 06 January 2026

Next review date: 06 January 2027.

1. Policy statement

Think FM Solutions Ltd (“the Company”) is committed to operating its cleaning and facilities management activities in an environmentally responsible manner and to complying with all applicable environmental legislation and client requirements.

The Company recognises that, although it does not undertake planting, landscaping, or biodiversity enhancement works, its cleaning and facilities management activities can have an indirect impact on the environment and biodiversity through the use of cleaning chemicals, waste handling, water usage, and site access. We are therefore committed to preventing environmental harm, minimising pollution, and supporting client environmental and biodiversity requirements within the scope of our contracted services. This policy supports continual improvement in environmental performance and aligns with the principles of ISO 14001 Environmental Management Systems.

2. Scope

This policy applies to:

- All employees, workers, and agency staff
- All cleaning and facilities management activities undertaken by the Company
- All client sites and operational locations.

3. Legal and regulatory compliance

Think FM Solutions will comply with all relevant environmental legislation and associated codes of practice, including but not limited to:

- Environmental Protection Act 1990

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- Environment Act 2021
- Waste (England and Wales) Regulations 2011
- Duty of Care (Waste) Regulations
- Control of Pollution Act 1974
- Climate Change Act 2008 (best practice reference).

Compliance with client-specific environmental requirements and site rules is treated as a contractual obligation.

4. Roles and responsibilities

Managing Director

- Holds overall accountability for environmental management and performance
- Approves this policy and ensures adequate resources are available.

Operations Director

- Ensures this policy is implemented across all contracts and sites
- Supports compliance with client environmental requirements.

Compliance / Health & Safety Manager

- Oversees environmental compliance and monitoring
- Supports audits (e.g. ISO 14001, client audits)
- Reviews environmental incidents and trends.

Supervisors and Managers

- Ensure staff follow environmental procedures on site
- Deliver toolbox talks and briefings as required
- Report environmental incidents, spills, or non-conformances.

Employees and Operatives

- Follow environmental procedures and site rules
- Use cleaning chemicals correctly and safely
- Report spills, leaks, or environmental concerns immediately.

5. Environmental management approach

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5.1 Environmentally responsible cleaning operations

The Company will:

- Use cleaning products in accordance with COSHH assessments and manufacturer instructions
- Prevent overuse or incorrect dilution of cleaning chemicals
- Use environmentally preferable products where specified by the client or contract.

5.2 Waste management and pollution prevention

The Company will:

- Segregate and dispose of waste in accordance with client waste systems and legal requirements
- Prevent contamination of drains, watercourses, and external areas
- Follow spill prevention and response procedures
- Ensure waste transfer documentation is completed and retained.

5.3 Supporting client environmental and biodiversity requirements

Think FM Solutions supports client biodiversity and environmental objectives by ensuring that cleaning and facilities management activities do not cause environmental harm. This includes:

- Adhering to site-specific environmental controls and restricted areas
- Avoiding disturbance to planted areas, green roofs, drainage systems, or sensitive locations
- Escalating any environmental risks or concerns identified during cleaning activities
- Cooperating with client environmental audits or inspections relevant to cleaning services.

The Company does not undertake biodiversity enhancement activities and does not carry out planting or grounds works.

6. Staff engagement and environmental awareness

Employee awareness is essential to preventing environmental harm. The Company will promote environmental awareness through:

- Environmental awareness as part of staff induction
- Cleaning-specific environmental toolbox talks
- Site briefings and short environmental communications where appropriate.

Toolbox talks and briefings will focus on practical cleaning activities, including chemical use, waste handling, spill prevention, and compliance with client environmental rules.

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7. Monitoring, performance, and continual improvement

The Company will monitor environmental performance through:

- Incident and spill reporting
- Waste management records
- Training and toolbox talk records
- Internal and external audits.

Environmental objectives and performance will be reviewed periodically, and improvements implemented where reasonably practicable.

8. Documentation and records

The following records will be maintained where applicable:

- COSHH assessments
- Waste transfer notes
- Environmental incident and spill reports
- Training and toolbox talk attendance records
- Audit findings and corrective actions.

Records will be retained in line with Company policy and legal requirements.

9. Policy review

This policy will be reviewed annually or sooner if there are significant changes to legislation, client requirements, or Company operations.

Signed:



Managing Director

Think FM Solutions Ltd

Date: 06 January 2026

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Appendix A – Cleaning-Specific Environmental Toolbox Talk Template

Topic: Environmental responsibility in cleaning operations

Duration: 5–10 minutes

Delivered by: Supervisor / Manager

Key points to cover:

- Correct use and dilution of cleaning chemicals
- Preventing spills and environmental contamination
- Protecting drains and external areas
- Waste segregation and disposal rules
- Client-specific environmental requirements

Questions for staff:

- What should you do if a chemical spill occurs?
- Where should cleaning chemicals never be disposed of?

Attendance record:

- Date:
- Site:
- Names / signatures:

Appendix B – Policy Cross-Reference

Area	Related Policy / Document
Chemical use	COSHH Assessments
Waste handling	Waste Management Procedures
Environmental risk	Risk Management Policy
Spills and incidents	Incident Reporting Procedures
Training	Induction & Training Records