



## Corporate Social and Responsibility [CSR] Policy

The Directors of **ECMS Services Ltd** (ECMS) are committed to improving our performance in the area of social dependability. We recognise that we operate in a business area which often underestimates the social cost of our activities, and are committed to a continuous improvement approach to CSR, predominantly in the areas of:

- **Environment**
- **Sustainability**
- **Social Engagement**

### Environment

During the last decade individuals have started to understand the fact that our planet is facing unprecedented environmental and social challenges. At ECMS we recognise this and are determined to address these issues as greatly as reasonably possible.

We have a separate integrated Quality & Environmental Policy which essentially aims to monitor and reduce our chemical usage and waste disposal. As expressed in this policy we have a guiding principle to create a network with our clientele to guarantee that cleaning services provided and requested are assessed for environmental impact.

Clients and suppliers are made aware of our Sustainability Policy and are encouraged to adopt sound sustainable management practices.

We have recently made large efforts to reduce our environmental impact, for example with our introduction on micro-fibre technology. We offer our clients the option of a range of micro-fibre cloths and mops. Micro-fibre is an Eco-Friendly fabric because it reduces water usage, decreases the need for cleaning chemicals and paper towels, and will thoroughly remove dust, allergen and bacteria. Additionally, micro-fibre tends to be extremely durable and resilient, meaning that it can be used and reused to decrease wastage. We also have a range of cleaning materials that are classed as environmentally rated low impact products and try to only use these.

As cleaning experts, we believe we have the knowledge and expertise to select the best products which are fit for purpose, but which also have the minimum environmental impact on both the natural world and the occupants of the buildings we are responsible for.

### Sustainability

ECMS have a policy to comply with, and exceed where practicable, all applicable legislation, regulations, and codes of practice. We try to integrate sustainability considerations into all our business decisions and ensure that all staff are fully aware of our policy on sustainability and are dedicated to implementing and improving it. ECMS is committed to reducing our Carbon Footprint by making every effort to minimise the impact on sustainability of all office and transportation activities. All our supplies are sourced from the UK, reducing our carbon footprint, as well as helping sustain small local businesses.

We try to keep orders large to reduce the frequency of which the deliveries must be made, therefore reducing our mileage and our effect on the planet.



We use an array of equipment manufacturers and have currently started to look into their own ideas on sustainability. For example, *Numatic* supply many of our vacuum cleaners, and have recently introduced a lower energy product, which we will purchase when replacing existing machines, or acquiring new ones (subject to site requirements).

### **Social Engagement**

ECMS is a family run organisation established in 1985 changing to a limited company in 2007 to underline its growing success. We boast over thirty years experience offering a cleaning and maintenance service and believe our success was gained through our constant efforts to better our social engagement.

A Company's reputation is defined by its customer service, and we are no different. We are enormously proud of our excellent client retention and have benefited from their kind recommendations. Our working relationships with our clients and maintaining a close connection with them are of paramount importance.

ECMS do not tolerate any form of discrimination, whether it be towards/coming from employees or clients. We always support our employees in terms of pay, health, labour relations, safety, and training.

Our commitment is an ongoing one.

A handwritten signature in black ink, appearing to read 'J Grimsley', with a long horizontal flourish extending to the right.

**James Grimsley**  
**Managing Director**

Date: 5<sup>th</sup> January 2026  
Review Date: 5<sup>th</sup> January 2027