

Environmental Policy Statement



M Holleran Limited, in its vision to be recognised as a top multi utility company, will progress its business in accordance with all relevant regulations and legislation, particularly with regard to Section 34 as described within the Environmental Protection Act 1990 and regulations specific to the nature of our business.

Our overall objective therefore is to meet and exceed customer expectation, through continuous improvement, operational excellence and the delivery of a quality service.

The senior management team are therefore committed to:

- Monitor, maintain and continually improve performance and service delivery through the setting of objectives and targets, and periodic review;
- Ensure that all employees and those working on behalf of the company, are aware of their personal responsibility to deliver quality services to internal and external customers; ensuring that the needs and expectations of interested parties are determined and fulfilled.
- Develop and continuously improve the Integrated Management System, ensuring that it is simple, effective and describes all aspects of the company's activities with the objective of preventing incidents of pollution.
- Record and act on failures in service delivery, ensuring appropriate corrective and preventative action is taken;
- Ensure all activities products and services undertaken or delivered are subject to risk assessment, adequately resourced, carried out by trained and competent people and suitable control measures implemented.
- Provide a robust system for auditing, inspection, employee appraisal and Management Review, and actively use the outcome from these for improvements which are implemented and embedded through the business planning process.

In addition to all English and EU commercial legislation and regulations, the Organisation complies with all legislation and regulations specifically related to its business activities, including Network Rail Group and Company Standards.

All personnel must be familiar with the requirements of this Environmental Policy and abide with the contents of the Business System Manual.

This Environmental Policy is reviewed annually in order to ensure its continuing suitability

Document No. and Issue	Signed : John Holleran (MD)	Date	Page
MHL.PYS(EN)-003-06		18/03/2009	1 of 1