



**Health & Safety,  
Environmental and Quality  
Management System**

**Policy Manual**

020 3131 0067 | [www.begumservices.co.uk](http://www.begumservices.co.uk)

Clockwise (RM 2:17), Old Town Hall, 30 Tweedy Road, Bromley, BR1 3FE

## Introduction

Begum Business Services (BBS) was established in 2007, with a goal to provide a comprehensive cleaning and maintenance services to both the private and commercial sectors. BBS was born out of the recognition that that existing service providers were unable to give a hands-on approach to clients.

BBS adopted a more personal and professional approach, giving clients the confidence of a continued on-site presence. All BBS staff record a continuous dialogue of progress and relevant events, which provides the client with an absolute picture of our performance.

Health & Safety, Environmental, and Quality Management play a key role in the continuing success and growth of our business. This manual is the starting point of our HSEQ Management System, containing policies approved by top management, and the supporting organisation and documentation structure, to ensure effective control and continual improvement of our ongoing risk, performance and sustainability.

## Context & Scope

Organisation:	Begum Business Services Ltd (company no: 06431916)
Head Office:	Clockwise (RM 2:17), Old Town Hall, 30 Tweedy Road, Bromley, BR1 3FE
Registered Office:	Clockwise (RM 2:17), Old Town Hall, 30 Tweedy Road, Bromley, BR1 3FE
Certified Standards:	BS EN ISO 9001:2015 - Quality Management Systems BS EN ISO 14001:2015 - Environmental Management Systems
Scope of Registration:	<b>Provision of Commercial Cleaning Services</b>
Non-Applicable Clause:	ISO 9001:2015 - 8.3 (Design and Development)
Justification:	BBS advise customers on appropriate product/service options from a standard range offering (as described by ISO 9001 clauses 8.2.1.a / 8.2.2.a). BBS do not carry out formal design activities. Cleaning product and application development is undertaken by the supply chain
Boundaries:	All locations, staff and services are within the scope of this management system.

## External & Internal Issues

Issues that are relevant to our purpose and strategic direction, and that may affect our ability to achieve the intended results or our management system, have been identified as below and will be monitored and reviewed on an ongoing basis.

### External Issues

Issue	Considerations
Political	<ul style="list-style-type: none"> <li>▪ As an organisation trading in the UK, departing the EU may have a direct impact on our international workers, import/export requirements and potential tariffs that may be imposed etc.</li> <li>▪ International relations and agreements on worldwide issues (e.g., climate change) will apply to the business.</li> <li>▪ National/Local political agendas could impact business operations.</li> </ul>
Economic	<ul style="list-style-type: none"> <li>▪ Recession may impact income and ability to invest in improvement incentives.</li> <li>▪ Operating in a commercial marketplace, the strength of our competitors' activities and products will directly impact our own success.</li> </ul>
Social	<ul style="list-style-type: none"> <li>▪ Increasing publicity and awareness of business requirements and corporate social responsibility.</li> <li>▪ Customer recognition of ISO and other certifications.</li> </ul>
Technological	<ul style="list-style-type: none"> <li>▪ Advances in communications, technology etc. will drive our ongoing review of products used or services delivered on behalf of our customers</li> </ul>
Legal	<ul style="list-style-type: none"> <li>▪ Product related UK/EU and worldwide legislation and harmonised standards will potentially impact on Begum's service delivery / compliance requirements.</li> <li>▪ Changes to HS&amp;E Legislation must be identified and prepared for.</li> </ul>
Environmental	<ul style="list-style-type: none"> <li>▪ Climate change and the worldwide focus shift on this may encourage clients to request environmentally friendly cleaning products.</li> </ul>

## Internal Issues

Issue	Considerations
Leadership	<ul style="list-style-type: none"> <li>▪ Championing of HSEQ issues will directly impact the success of the management system throughout the organisation.</li> <li>▪ Communicating strategic direction and setting of SMART objectives.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>▪ The HSEQ awareness, participation and contribution of all workers is critical and ongoing.</li> <li>▪ Competence and training requirements to be identified and maintained.</li> <li>▪ Regular liaison on business issues.</li> </ul>
Resources	<ul style="list-style-type: none"> <li>▪ Provision of adequate time, competent personnel and financial resources to implement requirements.</li> <li>▪ Maintenance of facilities and equipment.</li> <li>▪ Advanced/Reliable IT and Information Security.</li> </ul>
Organisation	<ul style="list-style-type: none"> <li>▪ Clear and stable structure and definition of management responsibilities and reporting lines.</li> </ul>
Succession	<ul style="list-style-type: none"> <li>▪ Ongoing identification and development of new leaders for the evolution of the business.</li> </ul>
Product	<ul style="list-style-type: none"> <li>▪ Raw Materials, Transport Impact, Energy Requirements, Packaging etc. are all to an extent controllable by the organisation.</li> <li>▪ A compliant, reliable/durable, and safe to use products are critical.</li> </ul>
Performance	<ul style="list-style-type: none"> <li>▪ The success of the organisation will directly impact our ability to implement and continually improve the management system.</li> </ul>
Capacity	<ul style="list-style-type: none"> <li>▪ Accurate forecasting and maintaining adequate capacity to meet demand and avoiding 'over-trading' which may lead to slips in standards/compliance.</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>▪ The actions of our partners may impact on our reputation – supply chain must be managed and monitored.</li> </ul>
Social	<ul style="list-style-type: none"> <li>▪ Social Media and Online Reporting of our CSR credentials etc.</li> </ul>
Incidents	<ul style="list-style-type: none"> <li>▪ Responding to and learning from incidents to support continual improvement.</li> </ul>
Non-Compliance	<ul style="list-style-type: none"> <li>▪ Standards non-compliance may limit our ability to trade.</li> <li>▪ Legal non-compliance may result in enforcement action.</li> </ul>

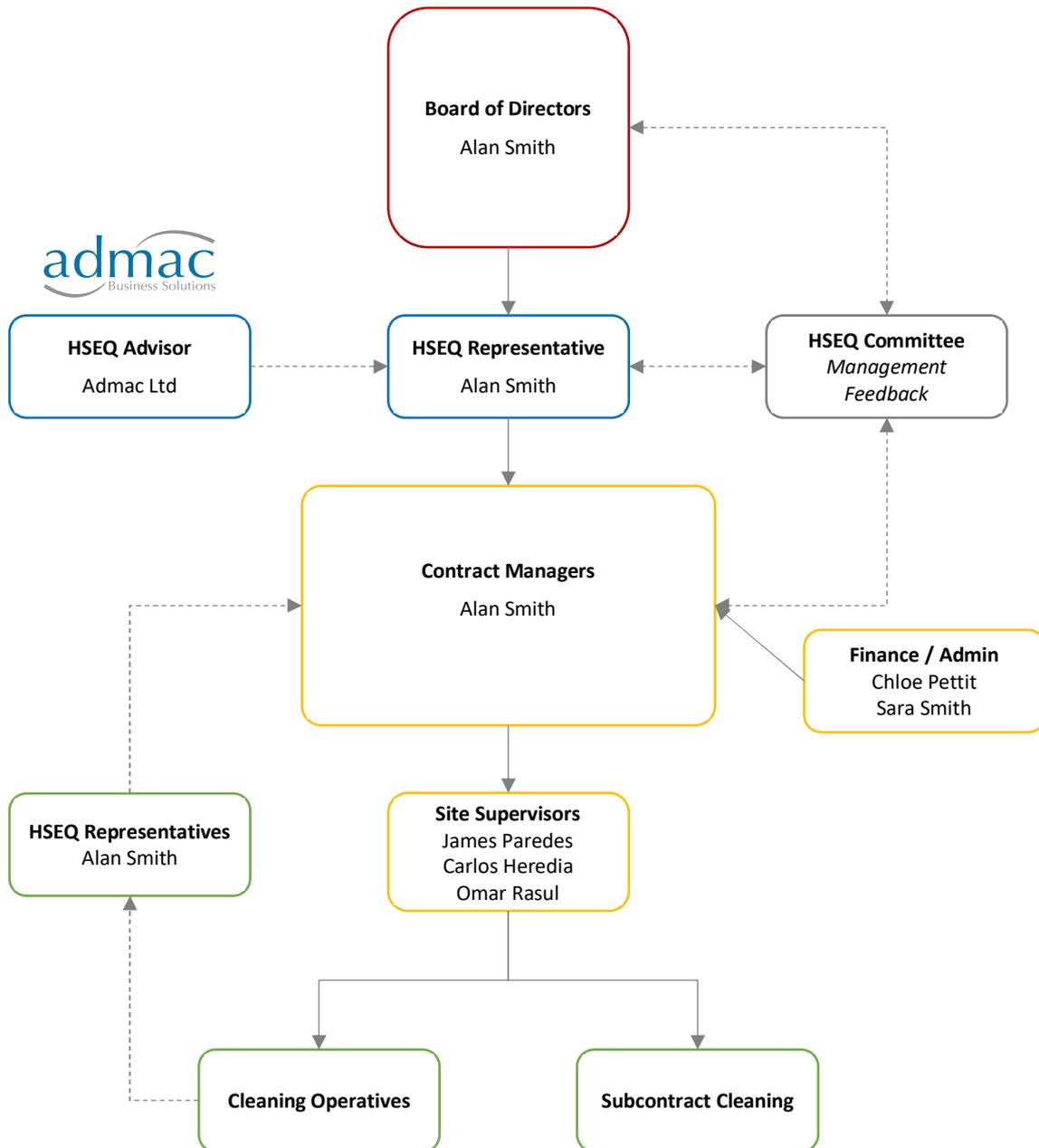
## Needs and Expectations of Interested Parties

Party	Needs and Expectations
Customers	<ul style="list-style-type: none"> <li>▪ Clear information and guidance on the products and services available.</li> <li>▪ Delivery of the product/service to specification, and on time.</li> <li>▪ Knowledgeable support for ongoing requirements.</li> <li>▪ Accurate and timely billing.</li> <li>▪ ISO Standards certification (e.g. 9001 &amp; ISO 14001) to enter approved supplier lists.</li> <li>▪ Mainstay / Firstport / RMG / Savills require Safecontractor approval.</li> </ul>
Shareholders	<ul style="list-style-type: none"> <li>▪ Information on the performance and future direction of the business.</li> <li>▪ Profits to maintain the business growth and pay dividends.</li> </ul>
Directors	<ul style="list-style-type: none"> <li>▪ Accurate and timely information on business performance indicators, status of objectives and internal/external feedback.</li> <li>▪ Require compliance with approved procedures throughout the organisation.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>▪ Provision of training and resources to undertake appointed tasks.</li> <li>▪ Clear operating procedures and lines of communication.</li> <li>▪ Payment and benefits as contractually agreed.</li> </ul>
Product Suppliers	<ul style="list-style-type: none"> <li>▪ Accurate specifications for the required product.</li> <li>▪ Realistic timeframes and expectations.</li> <li>▪ Payment as contractually agreed.</li> </ul>
General/Other Suppliers	<ul style="list-style-type: none"> <li>▪ Required information in a timely manner.</li> <li>▪ Payment as contractually agreed.</li> </ul>
Insurers	<ul style="list-style-type: none"> <li>▪ Compliance with legal/contractual requirements and risk minimisation.</li> </ul>
Neighbours	<ul style="list-style-type: none"> <li>▪ Not to create a nuisance.</li> <li>▪ Maintain security of the site.</li> </ul>
Certification Bodies	<ul style="list-style-type: none"> <li>▪ Access to information to confirm compliance.</li> </ul>

Party	Needs and Expectations
Management Consultants	<ul style="list-style-type: none"><li>▪ Access to information to confirm compliance and provide guidance and support on development and improvement.</li></ul>
Regulatory Bodies	<ul style="list-style-type: none"><li>▪ Compliance with legal requirements.</li><li>▪ Access and information as requested.</li></ul>

## Organisation

The schematic below outlines the organisation and interaction between key HSEQ posts within the company.



## Structure of the Management System



### **Level 1 - Policy Manual (this document)**

This manual is the 'Top Level' within the management system. This document is deliberately concise, laying out just the Scope, Exclusions, Policy, Organisation, Process Interaction and basic structure of the organisation, as required by the BS/ISO standards.



### **Level 2 - Procedures (Operational Arrangements)**

The 'Second Level' of the Management System comprises more detailed instructions, either in 'Written Procedure' or 'Flow Chart' form. The purpose of these procedures is to reflect the way in which things are done, to ensure that the key processes of the organisation are operated in an appropriate and consistent manner, by all persons involved.

This level includes procedures, detailed as mandatory by the BS/ISO standards, and additionally, as required to suitably control the organisations processes.

The procedures shall be made available to individuals, as appropriate to the activity being undertaken and must be adhered to, in order to ensure compliance of the organisation's processes. If a procedural improvement, or change, is identified, this is to be discussed with the ISO Management Systems Representative, who will make amendments, as necessary.

Reference to the latest Policy Manual and Procedures is maintained on a Master Documentation Register.



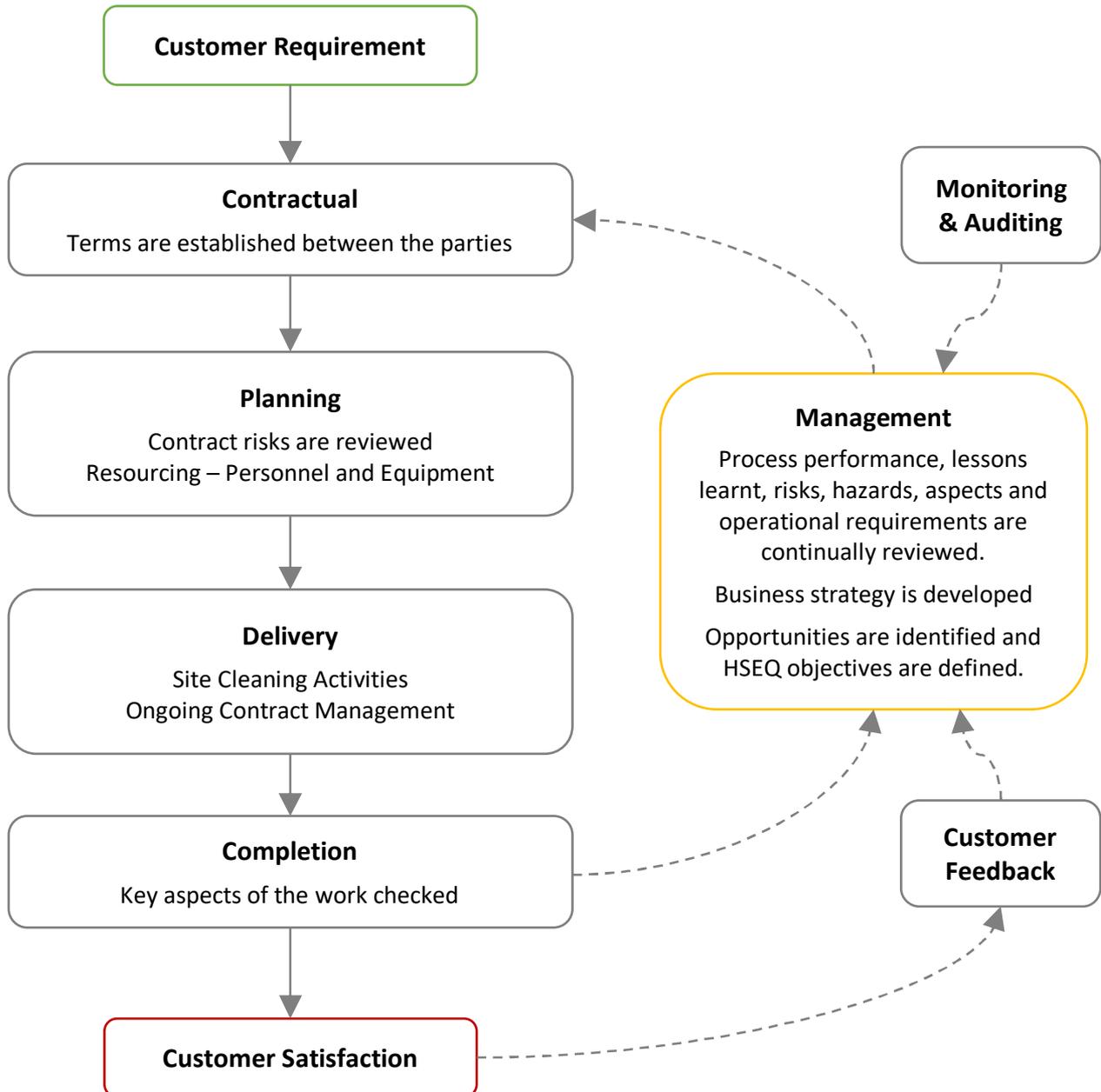
### **Level 3 - Process Operational Controls**

Each of the processes is administered through defined Operational Controls. This 'Third Level' comprises, for example, Computer Databases, Spreadsheets, Standard Forms, Document Templates or other planning and recording systems. The purpose of these controls is to ensure that necessary information is effectively specified, communicated and recorded.

Traceability throughout the process must be maintained through the proper implementation of these control measures.

## Overview of Process Sequence and Interaction

The schematic below outlines the basic sequence and interaction of the organisation’s processes and illustrates how the ‘Plan-Do-Check-Act’ cycle of the organisation’s HSEQ Management System aims to achieve compliance and continual improvement:



## Health & Safety Policy

As top management of Begum Business Services Ltd I have a considerable responsibility to ensure that the company requirements concerning health and safety at work, and the environment, are properly understood by everybody and are adhered to constantly. However, these requirements can only be regarded as a foundation stone, as it is my belief that health, safety and the environment rank equally with all other company objectives.

The responsibility placed upon me is filtered down through the management, operations and administrative staff who report to me. As part of their duties they must ensure that our activities do not adversely impact the environment, that health and safety in the workplace is kept under control, and that the performance of those reporting to them is monitored.

All employees have a legal duty to co-operate with their employer on health and safety. We must all take reasonable care for our own health and safety, and that of others who may be affected by what we do or do not do. As employees within our organisation it is up to each one of us to ensure that whatever we do it is safe for others, as well as being safe for ourselves.

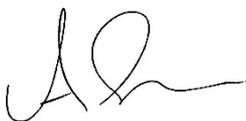
Employees will be suitably trained to perform the tasks that they are likely to undertake, to recognise potential risks in the work situation, and not to be asked to perform any task that is likely to risk their health.

The company is bound by law to conduct risk assessments in the workplace, and we will accordingly take all steps to control foreseeable hazards, and risk of harm, where it is reasonably practicable to do so.

As a company, we take full account of the impact of our operations on health, safety, welfare and the environment. We continually seek to improve on best industry standards, where reasonably practicable and economic to do so, and shall accordingly provide the time, trouble and financial resources to protect all persons affected by our operations.

We believe that people are our greatest resource, and are the key to the safe management of our activities, and all should be motivated to understand that working safely, and professionally, is the only way forward.

Finally, we are all committed to the prevention of injury and ill-health, and to compliance with all applicable health and safety law.

A handwritten signature in black ink, appearing to read 'Alan Smith', written in a cursive style.

**Alan Smith**  
Director

January 2026

(Review by: 31/01/2027)

## Environmental & Sustainability Policy

Begum Business Services Ltd is committed to produce and deliver quality professional services and as such recognises that its day-to-day operations impact on the environment in a number of ways.

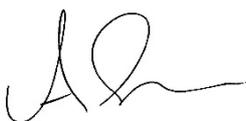
The Company wishes to protect the environment and to prevent pollution wherever this is practicable.

We are committed to achieving environmental best practice throughout our business activities by:

- Ensuring our activities are safe for our employees, associates, delegates and others who come into contact with our work
- Complying with or exceeding applicable environmental legal and other requirements
- Accepting reasonable responsibility for any harm to the environment caused by our activities and taking reasonable steps to remedy any damage
- Monitoring purchasing practices and internal operations including energy and transport to ensure best use of natural resources and minimum environmental impact
- Whenever possible reducing the environmental impact of goods and services supplied by adopting a 'cradle to grave' assessment and responsibility for them
- Minimising the waste produced in all parts of our business
- Monitoring and working with our suppliers and other third parties associated with our business and setting them similar high standards
- Seeking to integrate environmental considerations into future business policy decisions

Through our routine of management review meetings, we will establish and monitor our quality objectives and business development targets, as it is essential that we continually improve, year-on-year. We are committed to the continual improvement of the Environmental Management System.

This statement has been prepared to demonstrate our commitment to environmental management at BBS. This message shall be communicated and understood throughout the company and we expect that all persons performing work on our behalf share our commitment to these values. This policy statement shall be made available to relevant interested parties, upon request, and is subject to annual review to ensure its continued suitability.



**Alan Smith**  
Director

January 2026

(Review by: 31/01/2027)

## Quality Management Policy

This policy outlines our endorsement and intention for quality within Begum Business Services Ltd. Its purpose is to communicate the company's expectations to all those delivering services upon our behalf.

Commitment to quality is vital for our long-term success. We must listen to our customers, understand and manage their needs and expectations, endeavouring to give complete satisfaction.

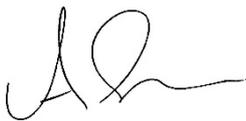
We will strive to provide a competent and comprehensive service, in compliance with the service requirements that we have agreed with the customer. Our aim is that our customers regard us to be a valuable part of their team and they would be happy to recommend our services to others.

In short, we must aim to be the best at what we do.

Through our routine of management review meetings, we will establish and monitor our targets and objectives for development, as it is essential that we continually improve, year-on-year. We are also committed to improving our Quality Management system year on year, and to also comply with all applicable requirements.

This statement has been prepared to demonstrate our commitment to quality and the customer. This message shall be communicated and understood throughout the company and we expect that all persons performing work upon our behalf share our commitment to these values.

This policy statement shall be made available to the public, upon request, and is subject to annual review to ensure its continued suitability.

A handwritten signature in black ink, appearing to be 'Alan Smith', written in a cursive style.

**Alan Smith**  
Director

January 2026

(Review by: 31/01/2027)