




### APPROVAL

The signatures below certify that this statement has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Louise Johnson		Chief Administrative Officer	30/01/2025
Reviewed by	Lauretta Wright		Chief Operating Officer	30/01/2025
Approved by	Adrian Wright		Chief Executive Officer	30/01/2025

### AMENDMENT RECORD

This statement is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date
	Annual Review – no amendments required	1.01	30/01/2025

### COMPANY PROPRIETARY INFORMATION

The electronic version of this statement is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled, except when provided with a document reference number and revision in the field below:

Document Ref. HS.CON.SME.06 Rev 1.01

Uncontrolled Copy ☐ Controlled Copy ☒ Date 30/01/2025

Happy Energy Solutions Ltd.  
Environmental Policy Statement  
30<sup>th</sup> January 2025

1. Happy Energy Solutions Ltd. accepts that its activities generates waste materials and may have other impacts on the Environment through the securement of funding and installation of energy efficiency / carbon saving measures into domestic homes. Therefore, the Environmental Policy of Happy Energy Solutions Ltd. is to ensure, so far as it is reasonably practicable, that all its operations will be carried out with a commitment to reducing waste, the impact on the Environment and thereby protecting and enhancing the environment. The same commitment will be expected to be shown by contractors working for the company.
2. Concern and awareness for the environment is a fundamental principle of the Company's business as our core activity is the reduction of carbon and reducing energy usage.
3. Happy Energy Solutions Ltd. therefore seeks to comply with all relevant environmental legislation and regulation. It also aims to establish higher standards of environmental performance including waste management, energy reduction where these are practicable and appropriate.
4. Happy Energy Solutions Ltd. employees are required to carry out their duties with concern for the environment. All Company employees must adhere to the aims and objectives of the Policy.
5. In the event of an environmental accident or incident at work, it is a company requirement that the details are promptly and properly reported to the Board of Directors who will investigate and take prompt action to make good any damage and avoid recurrence.
6. All contractors working on behalf of Happy Energy Solutions Ltd. are required to adopt environmental standards fully consistent with those of Happy Energy Solutions Ltd. and they are expected to achieve comparable levels of performance.

#### **AIMS**

7. The aim of this policy is to enable this organisation to:
  - reduce its impact on the environment
  - ensure compliance with environmental legislation and regulations
  - ensure the effectiveness of its environmental management system
  - reduce its use of energy and resources
  - minimise its waste
  - reduce unforeseen environmental risks.
8. The executive directors of this company are accountable for the effectiveness of its Environmental Management System and will commit the resources necessary to:

- meet or exceed the requirements of all environmental legislation under which they are obligated
- take all essential measures to prevent pollution when handling fuels and other hazardous materials associated with their production facilities
- maintain the continual improvement of its environmental performance through the regular review of its management system.

## OBJECTIVES

9. In accordance with its stated policy, Happy Energy Solutions Ltd. has produced the following guidelines as a sound framework for the introduction of practices to implement it. The key elements of these objectives are:-
  - 9.1 Compliance with current environmental legislation, Government Regulations, the Site Waste Management Plans Regulations 2008 (where appropriate) and Local Government Regulations and any other applicable as identified by the Legislation Update Service
  - 9.2 To carry out environmental audits and risk assessments on the environmental impacts of our activities to ensure continuous improvement
  - 9.3 Swift response to accidents or incidents that have a potential to threaten the environment
  - 9.4 The provision of advice on the safe handling of company products, or their transportation and their final disposal to customers, contractors, etc.
  - 9.5 The disposal of any waste products in ways that show concern for the environment using only registered carriers to dispose of waste, and to recycle wherever possible
  - 9.6 To encourage the development and installation of products, processes and equipment with concern for the future of the environment particularly renewable energy measures (heat pumps, solar)
  - 9.7 To communicate freely on environmental matters with government officials, employees, customers, funders, stakeholders and members of the public
  - 9.8 To provide environmental training for all employees as appropriate to enable them to carry out their job functions in a manner that shows care for the environment
  - 9.9 To promote environmental principles by sharing experience with regulatory bodies, other companies, employees, funders, stakeholders and members of the public
  - 9.10 In implementing the Environmental Policy, the Company will focus on action to conserve resources and reduce energy usage, to minimise emissions into air or water and onto land and increase recycling, repurposing and reuse rates
  - 9.11 To reduce and control noise emissions from all operations at our offices and clients' premises
  - 9.12 The Company will also seek to influence legislative developments and improve public understanding of environmental matters concerning the business

10. The Policy Statement is communicated to all employees, suppliers, contractors, stakeholders and funders through our document repository; on-boarding documentation; People HR; MS Teams, on notice boards; upon request.
11. The Policy Statement will be regularly reviewed annually and updated as necessary. The management team endorses these Policy Statements and is fully committed to their implementation.

## RESPONSIBILITIES

### 12. ENERGY EFFICIENCY

#### 12.1 To conserve power and reduce energy usage, staff should:

- turn off non-essential lights and power sources when not in use
- keep windows and doors closed when using heating
- report malfunctioning thermostats on radiators immediately
- ensure all clients receive on-going energy reduction / carbon saving advice throughout their customer journey.

#### 12.2 In addition, the organisation will invest in energy efficient buildings by:

- installing and running energy efficient boilers and heating systems for our own premises and those of our clients
- using "smart" metering to monitor energy usage in own premises and those of our clients
- ensuring that boilers and heating systems are regularly serviced and properly maintained in our own premises and those of our clients
- ensuring that energy efficient light bulbs and low power or energy efficient equipment are used wherever possible in our own premises and those of our clients
- ensuring that all buildings, pipes and lofts are properly insulated and maintained in our own premises and those of our clients
- monitoring bills and arranging "green" gas and electricity tariffs in our own premises and those of our clients
- installing and using renewable measures wherever possible in our own premises and those of our clients

### 13. WATER USE AND WASTAGE

- 13.1 Happy Energy Solutions Ltd., water will be metered and its use monitored. Staff will optimise water use to conserve supplies and the company will incorporate water-saving measures as necessary to reduce consumption. System failures such as dripping taps and leaking pipes will be reported and remediated immediately.
- 13.2 Clients will receive advice on reducing water use and wastage and will be provided with a contact at their local water utility company to access any advice and support available.
- 13.3 Through the Whole House Condition Report provided to clients any issues with the existing water system (leaks, pipework, taps, water tanks etc.) will be identified with appropriate recommendations.

## **14. SUSTAINABLE PROCUREMENT**

- 14.1 Happy Energy Solutions Ltd. will ensure that all resources, goods and services are only bought or contracted from organisations and companies who have sustainable use policies in place. Those staff responsible for purchasing should ensure that suppliers use environmentally acceptable packaging and that the products meet, and preferably exceed, their required efficiency rating for inclusion in an energy efficiency grant scheme.

## **15. POLLUTION**

- 15.1 Pollution will be minimised by:

- investing in cleaner equipment and processes wherever practicable
- ensuring that existing equipment is maintained and serviced
- ensuring that any dangerous substances are used and disposed of properly
- ensuring that our contractors minimise any pollution through on-going audit, review and training
- ensure that our clients are aware of the environmental impacts of various pollutants and how any measures installed impact or mitigate these

## **16. TRANSPORT**

- 16.1 In Happy Energy Solutions Ltd., the environmental impact of transport used will be minimised by:

- ensuring that all vehicles and transports operated by the organisation are serviced regularly and are kept in good condition, thus enabling them to run efficiently
- eliminating the use of vehicles for unnecessary trips
- encouraging and facilitating vehicle sharing where possible
- moving to low-emission vehicle use wherever possible
- supporting staff use of public transport, cycling and walking to travel to and from work
- maintaining working from home and flexible working to reduce the need for personnel to commute
- maintaining the use of video conference calls for external / internal meetings rather than attending in person

## **17. ENVIRONMENTAL MANAGEMENT SYSTEMS**

- 17.1 Happy Energy Solutions Ltd. will co-ordinate its sustainable development processes through the implementation of an appropriate Environmental Management System (EMS).

As part of the organisation's EMS, it will:

- identify operational aspects and monitor any environmental impacts of the organisations' activities and wastes through the use of an environmental audit
- set measurable targets to reduce impacts and continually improve environmental performance
- review this policy and environmental performance regularly
- keep relevant environmental records and reports

- provide environmental awareness training for staff.

This Environmental Policy Statement will be regularly reviewed and updated as necessary. The management team endorses these policy statements and is fully committed to their implementation.

This Environmental Policy Statement has been approved & authorised by:

**Signed by:** Adrian Wright  
**Position:** Chief Executive Officer  
**Date:** 30<sup>th</sup> January 2025  
**Review due by:** 29<sup>th</sup> January 2026

**Signed:**

