



## **ENVIRONMENTAL POLICY**

### **PURPOSE**

The Green Clean Team recognises the importance of protecting the environment for the benefit of our clients, employees, stakeholders, the community, and future generations. Our commitment is to minimise or eliminate pollution and other damage to the environment caused by our maintenance services and cleaning products.

### **SCOPE**

This policy applies to all office and site-based employees.

### **POLICY**

This is achieved through:

- Complying with statutory requirements, codes, standards including ISO14001:2015 and guidelines.
- Setting up objectives and targets with the aim of eliminating work-related environmental incidents in relation to our services and products.
- Defining roles and responsibilities for environmental management.

Strategies will include:

- Continually improving our environmental performance by regular reviews and setting realistic, measurable environmental objectives and targets.
- Monitor progress toward achieving our OH&S objectives and manage non-conformities through the use of our NCI & OHS Register and monitoring progress of specific plans. Improvement reviews will take place at least quarterly to review all actions and initiate further preventative actions as necessary.
- Monitoring industry trends and advances in cleaning products that will allow us to reduce our environmental impact.
- Complying with all relevant environmental legislation, regulations, codes of practice and contractual conditions.
- Preventing or minimising pollution of the environment from activities over which we have control.



- Conducting business with suppliers who also have a commitment to responsible environmental management.
- Conserving biological diversity and ecological integrity.
- Using the real cost of environmental factors in project decisions.
- Provide training and education to employees and contractors.
- Maximise the recycling of resources.

All employees are authorised and expected to stop work and immediately notify their manager or supervisor if a task is likely to create a significant environmental impact.

To achieve our policy goals, we will plan and manage our activities in accordance with best practice environmental management principals. This includes achieving an equitable balance between environmental, social, and economic considerations.

Review cycle: This Policy was last reviewed in February 2026 and is scheduled for review in April 2027.



## **SOCIAL PROCUREMENT, DIVERSITY & CULTURAL SAFETY POLICY**

### **PURPOSE**

The Green Clean Team is committed to operating responsibly, supporting regional economic participation and maintaining inclusive and culturally safe workplaces.

This policy outlines how we approach:

- Inclusive employment
- Aboriginal and Torres Strait Islander engagement
- Ethical procurement
- Cultural awareness and workplace conduct

### **SCOPE**

This policy applies to all office and site-based employees.

### **POLICY**

#### **Acknowledgement of Traditional Owners**

The Green Clean Team operates on Dja Dja Wurrung Country and acknowledges the Djaara people as the Traditional Owners of the land on which we work. We recognise their continuing connection to land, waters and community and pay respect to Elders past and present.

Acknowledgement of Country is incorporated into staff inductions and key meetings.

#### **Inclusive Employment**

We provide accessible employment pathways for people who face barriers to workforce participation, including Aboriginal and Torres Strait Islander peoples.

Our employment practices include:

- Encouraging diverse applicants in recruitment processes
- Advertising vacancies through relevant networks where appropriate



- Structured site and contract-specific inductions
- On-the-job training and mentoring
- Flexible rostering arrangements to accommodate cultural obligations
- Partnerships with employment support services

Workforce participation data may be collected voluntarily and confidentially for internal review and reporting where required.

### **Cultural Safety**

The Green Clean Team maintains a zero-tolerance approach to discrimination, harassment and unsafe workplace conduct.

We support culturally safe workplaces through:

- Clearly documented grievance and reporting pathways
- Flexible arrangements to accommodate cultural obligations, including Sorry Business
- Cultural awareness training for Directors, leadership and supervisory staff within 12 months
- Ongoing review of participation and retention outcomes
- Cultural safety expectations apply to all employees and contractors.

### **Procurement & Supplier Engagement**

Procurement decisions contribute to local economic participation and community wellbeing.

When sourcing suppliers, we prioritise:

- Local and regional businesses where operationally feasible
- Ethical and environmentally responsible suppliers – TGA and GECA
- Consideration of Aboriginal and Torres Strait Islander-owned businesses
  - Kinaway and Supply Nation directories are used as first-reference platforms when identifying new external suppliers to ensure Aboriginal-owned enterprises are actively considered.

The Supplier Register is reviewed annually.



## **Monitoring & Review**

The Green Clean Team will:

- Review Indigenous employment participation annually where voluntarily disclosed
- Monitor engagement with Aboriginal-owned suppliers
- Report outcomes where relevant to contract requirements

Review cycle: This Policy was last reviewed in February 2026 and is scheduled for review in April 2027.



## **QUALITY POLICY**

### **PURPOSE**

The Green Clean Team provides quality products and maintenance services throughout Victoria and southern New South Wales. We have developed our expertise since establishment, and we aim to achieve a high standard of service to our clients. It is our policy to provide clients with goods and services to the agreed requirement in accordance with all details and pricing.

Our Directors, Management and employees are responsible for Quality Control through the Quality Management System seeking improvement by constant review, with suppliers and contractors being encouraged to co-operate. We are committed to achieving client satisfaction using quality procedures which will be operated to meet or exceed the requirements of ISO 9001:2015.

### **SCOPE**

This policy applies to all office and site-based employees.

### **POLICY**

The Green Clean Team's Quality Management Objectives:

- Identify the processes required for the QSE Manual and its application throughout the business.
- Determine the sequence and interaction of these processes.
- Determine criteria and methods needed to ensure that both the operation and control of these processes are effective.
- Plan and ensure the availability of resources and information necessary to support the operation and monitoring of processes.
- Monitor, measure and analyse these processes.
- Implementation of actions necessary to achieve planned results and continual improvement of processes and outcomes.

Strategies will include:

- We will set measurable, realistic and achievable quality objectives which are reviewed at least annually.



- Monitor progress towards achieving our quality objectives and manage non-conformance through the use of the NCI & OHS Register system and monitoring progress of specific plans.
- Improvement reviews will take place at least quarterly to review all actions and initiate further preventative actions as necessary.
- Perform and provide defect-free services and work for all our clients.
- Ensure the entire QSE Manual is reviewed at least annually for continued suitability.

Our QSE Manual is based on the concepts of the continuous improvement process of *Plan, Do, Check and Act* and is compliant with requirements as defined in ISO 9000:2015.

This Policy and associated procedures will be reviewed in consultation with relevant parties and on the occasion of any changes or amendments to the relevant legislation and/or every twelve (12) calendar months prior to our internal QSE Manual audit.

Review cycle: This Policy was last reviewed in February 2026 and is scheduled for review in April 2027.



## **OCCUPATIONAL HEALTH AND SAFETY POLICY**

### **PURPOSE**

The Green Clean Team is committed to the health and safety of all employees and others including the general public that may be affected by our work activities. No job is so important that it can't be completed in a safe manner. This includes the elimination of workplace injury and illness by complying with OH&S legislation, health department requirements, demonstrating due diligence and the application of best practice strategies for the cleaning industry.

### **SCOPE**

This policy applies to all office and site-based employees.

### **POLICY**

This is achieved by:

- Complying with statutory requirements, codes, standards including ISO45001:2018 and guidelines.
- Setting up objectives and targets with the aim of eliminating work-related incidents in relation to our activities, products, and services.
- Monitoring Government safety requirements, alerts and notifications associated with pandemics.
- Defining roles and responsibilities for occupational health, safety, and environment.

Strategies will include:

- Continuously improving the effectiveness of our Safety Management System.
- We will set measurable, realistic, and achievable quality objectives which are reviewed at least annually.
- Monitor progress toward achieving our OH&S objectives and manage non-conformities using the OHS Register and monitoring progress of specific plans. Improvement reviews will take place at least quarterly to review all actions and initiate further preventative actions as necessary.



- We will ensure occupational health and safety management principles are included in all our organisational planning activities.
- Providing ongoing education and training to all our employees.
- Consulting with employees and other parties to improve decision making on occupational health and safety matters.
- Ensuring incidents are investigated and recurrence is eliminated or greatly reduced within the organisation.
- We will provide an emergency response program with employees who have been trained to manage emergency situations.
- Providing enough resources to ensure occupational health, safety, and environment is a central part of our organisation.
- Ensuring effective injury management and rehabilitation is provided to all employees.
- Provision of adequate facilities for the welfare of employees.

## **ROLE AND RESPONSIBILITIES**

### **Management and Supervisors:**

Management and Supervisors have the responsibility for implementing this and other policies as an integral part of their accountabilities. They may delegate their OH&S duties and activities, but not abdicate their responsibilities.

### **Employees:**

Employees have an obligation to take reasonable care of the health and safety of themselves and others, and to cooperate and comply with reasonable policy, procedures and instructions.

Review cycle:

This Policy was last reviewed in February 2026 and is scheduled for review in April 2027.