

## Environmental Aspects and Impacts

As part of our ongoing commitment to improvement and service excellence, Deeland Ltd T/As ServiceMaster will gain ISO 9001 Quality Management System and ISO 14001 Environmental Management Systems certification during the first half of 2010.

ISO 9001 Quality Management System ensures we move forward in the competitive market of 2010 as a pro-active, strategically driven company which has a dynamic relationship with its customers. Customer feedback and on-going analysis of the services we provide allows us to plan and implement change which leads to continual improvement of the Quality of our provision.

The ISO 14001 Environmental Management System is a pro-active system to ensure we abide by our Environmental Policy and that Management objectives and targets are established and reviewed on a regular basis. ServiceMaster is committed to the following environmental principles:

- Prevention of pollution
- Minimisation of energy and material usage and the production of waste
- Effective and responsible waste management and disposal
- Promoting produce re-use and recycling
- Maintain high workforce awareness of environmental issues
- Involving suppliers, contractors in environmental initiatives.

Please refer to the Register of Environmental Aspects and Impacts to see the results of the Initial Environmental Review.

Key to the Register of Environmental Aspects and Impacts.

Category	Code	Scoring System
Legislation	L	0 = No applicable legislation, 10 = possible or impending legislation, 20 = existing legislation
Environmental concerns	E	10 = high risk, 0 = no risk
Human concerns	H	10 = high risk, 0 = no risk
Company concerns	C1	10 = high risk, 0 = no risk
Community concerns	C2	10 = high risk, 0 = no risk
Current level of control	D	10 = no current control methods, 0 = adequate and proven control methods

Aspects that are allocated a score of 40 or above will be deemed as significant or potentially significant, and assessed at regular intervals at Management Review Meetings. Improvements identified by the Management Review Team are then fed back into the Environmental Management System to reduce our potential or actual impact on the Environment and to reduce the score on the Register. As these targets are met, the scoring methodology is reduced to ensure we continually improve the way in which we conduct our business and our actual or potential environmental impact.