

ENVIRONMENTAL POLICY

Our commitment to excellence has established HEROtsc as Scotland's leading contact centre company, with sites based across the UK at Aviemore, Dunoon, Falkirk, Greenock, Kilmarnock, Rothesay, Dearne Valley & Warrington. HEROtsc shall deliver its services, in a responsible manner, in accordance with the environmental management system which is compliant with the requirements of BS EN ISO 14001:2004. However we recognise that our operations can impact on the environment. Our most significant environmental impacts being:

- CO2 emissions from the use of fossil fuel from the consumption of electricity in our sites
- Production of waste
- Greenhouse gas emissions from the use of fossil fuels from motor vehicles.

We aim to reduce the impact of our operations on the environment, where possible. This commitment covers all aspects of the company's operations.

To achieve these aims and to demonstrate continual improvement, HEROtsc will routinely identify, monitor and address its' environmental impacts by:

- Fully identifying and complying with relevant legal and other requirements, implementing industry best practice where possible.
- Developing, revising and improving processes and procedures to ensure environmental risks are reduced.
- Fostering the commitment of all management and staff towards improving the environmental performance of the business.
- Encouraging the adoption of similar environmental standards from all stakeholders involved in our business.
- Ensuring staff are kept abreast of current environmental issues and initiatives through training and regular communications.
- Reducing, reusing and recycling materials and resources where possible
- Preventing pollution through effective control of emissions to air, water and land, waste management, raw materials and natural resources.
- Implementing and recording the effectiveness of energy efficiency measures.

HEROtsc will ensure all aspects of the Environmental Management System, including this policy and associated objectives and targets are regularly reviewed and effectively implemented.

This policy statement is communicated to all employees and supply chain partners and publicly displayed on our website.

Chief Executive Officer Signature:

Date: 17th August 2011

