

**INVESTORS  
IN THE  
ENVIRONMENT**



# **Environmental Management System**

**Parker & Crowther  
Veterinary Surgeons**



# Contents

Introduction .....	3
Environmental policy .....	4
Measuring Resource: .....	6
Electricity.....	6
General.....	6
Lighting.....	6
Office Equipment .....	7
Kitchen Equipment.....	7
Air Conditioning .....	7
Any other example areas .....	<b>Error! Bookmark not defined.</b>
Measure .....	8
Gas .....	10
Water .....	13
General.....	13
Toilets.....	13
Drinks .....	13
Washing up .....	13
Processes.....	13
Measure .....	13
Targets .....	13
Analysis: .....	14
Normalised Targets .....	14
Analysis: .....	14
Action Plans.....	15
Waste Management Plan.....	30
Travel Plan.....	30
Carbon Footprint.....	31
Environmental Projects.....	31
Monitor and Report Progress, and Communication.....	32
Progress Report: .....	32
Communication:.....	32
Appendix .....	33

## Introduction

Parker and Crowther Vets have four branches located on the Sefton Coast at Churchtown, Birkdale, Formby and Maghull. We have been dedicated to provide the best possible veterinary care and advice to the pet owners on the Sefton coast for the past 30 years.

Parker and Crowther Vets are collectively passionate about the environment and its preservation. We are actively improving the green spaces at each of our four practice sites to encourage a greater biodiversity. You will find our team members busily sowing seeds, growing plants and trees in the hope to attract wildlife. Our colleagues also upcycle unwanted items into planters and reuse any plastic containers already owned to make use of these, but we will actively avoid the purchase of others in the future. Our Practices are accredited as Bee Friendly Practices as of 2023-24.

We are also putting energy saving and resource reduction at the forefront of our agenda and where we cannot yet reduce we will endeavour to responsibly recycle. We have installed Terracycle recycling for PPE, soft plastics and medicine packaging at our branches. We now separate out the packaging of all consumeables that can be recycled, and endeavour to recycle all of these. Where possible, we utilise reusable surgical drapes, uniform and gowns and we package these up in the lowest amount of single use plastic that is possible for sterilisation within an autoclave.

All of our anaesthetic machines are now Humphreys ADE circuits which enable low-flow anaesthetic techniques and utilise far less isoflurane than previously.

We are mindful and reducing single use plastic used within our kitchens, utilising a Milk delivery for plant-based milks and dairy in reusable glass milk bottles.

Our evening routine means that we will power down all electricals and lighting that are not required outwith opening hours and we are mindful of switching on electricals when needed only, then switching these off when no longer in use.

As we progress through this environmental journey, we hope to improve and evolve further ways of reducing the mark we make on our planet.

To support our environmental aspirations, we are proud to be working towards Bronze Accreditation with Investors in the Environment.



# Environmental policy

## Environmental Policy 2022

Parker and Crowther Vets provide a small animal veterinary service in Sefton, Merseyside and comprises 4 RCVS-accredited sites. At Parker and Crowther Vets we take pride in offering a compassionate, dedicated and high quality service to our clients. We acknowledge that our day to day operations have an impact on the environment and have identified the key aspects that contribute to our environmental and carbon footprint:

- Consumption of electricity, gas and water
- Use of volatile anaesthetic gases contributing to greenhouse gas emissions
- Waste production and disposal
- Paper usage
- Transport of personnel and animals
- Medicines usage and disposal
- Procurement of goods and services contributing to emissions and pollution

Parker and Crowther Vets is committed to enhancing our environmental performance through a journey of continual improvement by working through the Investors in the Environment accreditation scheme. Our environmental commitment can be demonstrated in our established objectives and goals below:

- Compliance with all applicable environmental regulations and societal expectations
- Monitoring our key resource usage and implement conservation techniques to achieve our environmental targets
- Implementing a waste management policy with a focus on reducing, reusing and recycling
- Publishing and distribution of an annual organisational sustainability report
- Engaging with colleagues and clients to encourage climate action and sustainable animal care
- Minimising unsustainable transport use
- Practising responsible medicines usage and disposal
- Taking part in a sustainability project with the practice team

- Working with suppliers to ensure they acknowledge and decrease the environmental impact of their products and transportation
- Undertaking independent annual audit with Investors in the Environment

Parker and Crowther Vets is part of the VetPartners family. VetPartners are passionate about encouraging sustainable veterinary care and reducing our impact on the environment. Our goals can be found in our Sustainability Strategy and include using renewable energy, diverting waste from landfill, undertaking charitable fundraising and ensuring a kind and inclusive will continue to improve our environmental management system through annual reviews and updates, taking into account any changes in legislation, our organisation, and other factors. We will convey this policy to all our colleagues ensuring that they are provided with training to increase awareness of environmental matters.

Philip Lauder and Sara Creech are our Green Champions and have the designated responsibility for the day-to-day implementation of this policy. Please contact [Daleside@parkerandcrowther.co.uk](mailto:Daleside@parkerandcrowther.co.uk) if you have any queries.

Parker and Crowther Vets will make this policy available when requested to interested parties and members of the public. A copy of our Environmental Policy can also be found on our website.

INVESTORS  
IN THE  
ENVIRONMENT



*Ryder*

Signed: \_\_\_\_\_

Date: 23/3/2022

Position: Clinical Director

## Measuring Resource:

### Electricity

#### General

The primary use of electricity within Parker and Crowther Vets is lighting, clinical equipment, office equipment, kitchen equipment, etc. We monitor our bills at least quarterly. The business hours are Monday to Friday 8.30am until 6pm, although staff arrive and leave 30 minutes either side of these times. Some of our branches also open on Saturday morning 8.30 - midday.

#### Lighting

Throughout our sites we have a mixture of lights, LED lights, low carbon energy efficient lights, normal lights and PIR (sensor) lighting. We encourage that lights are only turned on when a room is

in use and have placed signs on light switches to remind colleagues to turn off lighting when leaving a room.

We will endeavour to carry out lighting audit in the next 4 months. Our staff check on a daily basis that lighting has been turned off prior to the end of the working day.

## **Office Equipment**

We have a range of office equipment throughout our clinical and non-clinical areas including computers, computer servers, printers, monitors, franking, laminating etc. Servers remain switched on continuously as they require updates and maintenance outwith our opening hours. Computer workstations are turned off when not in use. All printers have an energy saving setting that effectively puts the printer into a low energy sleep mode.

## **Kitchen Equipment**

Each staff kitchen contains a kettle, microwave, toaster and fridge. All appliances are switched off at the mains at night except for refrigerators.

## **Air Conditioning**

Our Churchtown Practice has an air conditioning unit that is used only rarely when the ambient temperature becomes very high in mid summer months.

Our Maghull Practice has a newly installed air conditioning system throughout that also serves as a heating system. This was installed as part of Vet Partners endeavour to provide a more green approach to heating and cooling the building. It is a very energy efficient system that is only in operation during opening hours and can be tightly controlled to operate only in those rooms where it is needed.

## **Prep Area**

In order to keep our patients comfy and warm, we utilise soft washable reusable bedding. All of our Practices have modern washing facilities (washing machines, and in some Practices, a dryer) in order to keep patient bedding clean. These all have eco-cycles available that can be used when appropriate.

Where possible, we use high quality steriliseable surgical instruments and as a result, each of our Practices have modern autoclaves that each have the capacity to perform sterilisation at a variety of temperatures/cycle lengths depending on the instruments loaded into the autoclave.



## Laboratory

We have modern in-house laboratories at each of our sites in order to perform state-of-the-art diagnostics on urine samples, blood samples and fluid samples. Our biochemistry machines are powered down each night and the haematology machine has a low energy standby mode, necessary for its performance. We also have high power microscopes for cytological examinations, these microscopes are only switched on when in use.

## Measure

Our Practices started measuring our resources in 2022 with our baseline year as 2021

We have access to our energy meters and bills. Our baseline year was largely utilising bill data, but we are now taking meter readings as of Summer 2022.

Our head veterinary nurses at each of our Practice sites are responsible for reading these meters on a monthly basis.

## Daleside: Meters 1 & 2

Baseline (2021)	kWh used	2022	kWh used	Current Year (2023)	kWh used
January	874 +328	January	NA	January	
February	789 + 253	February	NA	February	
March	874 + 262	March	NA	March	<b>890 + 240</b>
April	845 +200	April	NA	April	860 + 230
May	874 +309	May	NA	May	<b>860 + 220</b>
June	802 + 293	June	NA	June	<b>760 + 197</b>
July	888 +59	July	NA	July	<b>780 +70</b>
August	891 +788	August	NA	August	
September	407 +997	September	NA	September	
October	986 + 1165	October	NA	October	
November	1132 +1291	November	NA	November	
December	1111 +1255	December	NA	December	
<b>Total</b>	<b>17673</b>	<b>Total</b>		<b>Total</b>	



### Formby:

Baseline (2021)	kWh used	2022	kWh used	Current Year (2023)	kWh used
January	339	January		January	
February	306	February		February	
March	339	March		March	<b>340</b>
April	328	April		April	337
May	339	May		May	<b>358</b>
June	326	June		June	<b>300</b>
July	334	July		July	<b>320</b>
August	338	August		August	
September	366	September		September	
October	431	October		October	
November	469	November		November	
December	461	December		December	
<b>Total</b>	<b>5043</b>	<b>Total</b>		<b>Total</b>	

### Maghull:

Baseline (Year)	kWh used	Previous Year (Year)	kWh used	Current Year (Year)	kWh used
January	2216	January		January	
February	2001	February		February	
March	2216	March		March	<b>660</b>
April	2144	April		April	568
May	3841	May		May	<b>456</b>

June	519	June		June	432
July	473	July		July	414
August	474	August		August	
September	513	September		September	
October	604	October		October	
November	658	November		November	
December	515	December		December	
<b>Total</b>	<b>16174</b>	<b>Total</b>		<b>Total</b>	

### Churchside:

Baseline (Year)	kWh used	Previous Year (Year)	kWh used	Current Year (Year)	kWh used
January	793	January		January	
February	531	February		February	
March	550	March		March	560
April	419	April		April	478
May	400	May		May	410
June	1333	June		June	446
July	502	July		July	397
August	382	August		August	
September	401	September		September	
October	693	October		October	
November	559	November		November	
December	544	December		December	
<b>Total</b>	<b>7107</b>	<b>Total</b>		<b>Total</b>	

### Gas

### Measure

We started to measure gas use in 2022 and used 2021 as our your baseline year? Do you have access to your water meter or is it bill reading only? Was there a period of bill data but from XX date you are now taking meter readings? Are you in a shared complex and therefore cannot measure your meter reading and/or don't have access to the bills but pay a monthly service charge? If meter reading, is it monthly, weekly, half hourly through smart meters, etc.? Who is responsible for the reading? Do you compare the meter reading against the bill?

## Daleside:

Baseline (2021)	kWh used	(2022)	kWh used	Current Year (2023)	kWh used
January		January		January	
February		February		February	
March		March		March	<b>634</b>
April		April		April	578
May		May		May	<b>593</b>
June	443	June		June	<b>468</b>
July	294	July		July	<b>349</b>
August	269	August		August	
September	627	September		September	
October	2011	October		October	
November	3667	November		November	
December	4730	December		December	
<b>Total</b>	<b>12041</b>	<b>Total</b>		<b>Total</b>	

## Formby

Baseline (2021)	kWh used	(2022)	kWh used	Current Year (2023)	kWh used
January		January		January	
February		February		February	
March		March		March	<b>332</b>

April		April		April	356
May		May		May	278
June	102	June		June	197
July	68	July		July	185
August	56	August		August	
September	134	September		September	
October	449	October		October	
November	824	November		November	
December	1052	December		December	
<b>Total</b>	<b>2685</b>	<b>Total</b>		<b>Total</b>	

## Maghull

Baseline (Year)	kWh used	2022	kWh used	2023	kWh used
January		January		January	
February		February		February	
March		March		March	283
April		April		April	254
May		May		May	223
June	284	June		June	216
July	215	July		July	209
August	213	August		August	
September	336	September		September	
October	629	October		October	
November	959	November		November	
December	1154	December		December	
<b>Total</b>	<b>3790</b>	<b>Total</b>		<b>Total</b>	

## Churchside

NO GAS SUPPLY.

## Water

### General

Water is used primarily for handwashing, flushing toilets, washing animal bedding and utensils, autoclave, making drinks, washbasins, washing up and shampooing/cleansing pets. The supplier is Northwest Water and our bills are currently monitored quarterly.

### Toilets

Not all toilets have dual flush, but all cisterns have been made efficient by using a water hippo to reduce water used for each flush. Washbasins in the toilets do not have aerated taps. We do not harvest rainwater for flushing, but this may be something that we can investigate in future as we improve our endeavours further.

### Drinks

We have not replaced our kettle with a mains water heater, but strongly encourage that only the water required for refreshment be boiled.

### Washing up

We do all washing up by hand and use a washing up bowl that reduces the volume of water required.

### Processes

We use water for our dental machines, but it cannot be recycled due to hygiene reasons.

## Targets

## Analysis:

Explain your performance to identify what has gone well or what has not gone well. Were they internal factors or external factors? Can they be prevented and what actions do we need to help mitigate their effect?

The analysis is important as it helps to demonstrate your understanding of the data. This will help you to plan for the year ahead, develop your actions and set new targets.

A minimum 2% resource efficiency improvement is required as part of the iie criteria for Green Level accreditation. If your organisation is growing and this increase in business has impacted the total use of resource, then comparing the usage against the growth factor can support you in demonstrating how efficient your use is per growth impact.

## Normalised Targets

Should you choose to normalise your data, here is an example of how you can provide this information:

	Baseline Factor	Previous Factor	Current Factor
Electricity – Sq.m.	Not measured		
Gas – Degree day	1991	1985	2105
Water – Staff (FTE)	20	30	45

Resource	Gas (kWh / Degree Day)	Water (m3 / Person)
Baseline Year	9.04	600
Previous Year	8.33	404.17
Current Year	8.79	285.64
Target	-2%	-2%
Previous Year Performance	5.5%	-29.3%
Baseline Year Performance	-2.8%	-58%
Future Targets	-2%	-2%

## Analysis:

Include these results within your analysis above.

## Action Plans

### Targets:

It is our target to reduce electricity, gas, water, paper and waste by 2% in the next 12 months.

### Action Plan: Electricity

Action to be Completed	Who	Date Start	Single or Ongoing	Completion or Review Date	Notes / Outcomes: (include date of note for improved tracking)
Record monthly meter readings	Head Veterinary Nurse of each Practice	June 2022	Ongoing	Quarterly	Readings to be entered into the iiE resource management sheet by Sara Creech on the first admin day of every month
Replace lighting with LEDs	Practice manager & Procurement Manager	July 2022	Ongoing	December 2022	Get 3 quotes for lighting systems, ask supplier to provide payback estimates if possible. Obtain Board/Chief Exec permission for investment. Schedule works. Compare electricity consumption pre-and post-installation.
Install motion sensors for areas with intermittent traffic and/or lux level sensors that switch off when sufficient daylight	Practice manager	September 2022	Single		Get 3 quotes for controls, ask supplier to provide payback estimates if possible. Obtain Board/Chief Exec permission for investment. Schedule works. Compare electricity



					consumption pre-and post-installation.
Ensure infrequently used equipment is not left plugged in			Single	Quarterly	Quarterly walk-arounds to check what equipment is still running after workers have left. Purchase of appropriate controls.
Switch-off campaign	Green Champion and green team		Ongoing	Annual	Communication campaign agreed and implemented, may include discussion in team meeting(s), presentation(s), e-mails circulated, posters displayed at relevant points of use. Monitor electricity consumption pre and post installation and communicate any savings to encourage continued change of behaviours.
Monitor electricity readings overnight/weekends/unoccupied times to check unoccupied electricity usage	Green Champion & green team		Single	Annually, or any time electricity increases without known reason	Discussion to ascertain suitable person(s) to take readings. Electricity readings taken by last person out of the building on a given day/Friday and first person to enter the building the next day/Monday, preferably with estimated times readings taken.  Investigate any unexpectedly high electricity consumption.

Create an asset list of all main equipment that is using resources (IT, scanners, autoclaves, etc)	Green Champion & Finance Manager		Single	Annual	Asset list created.
Consider renewable electricity generation and/or battery storage e.g. PV, water or wind turbines etc as appropriate to site	Green Champion & Office Manager		Single		Ask for initial advice from your iiE Environmental Consultant, then obtain relevant quotes from appropriate supplier(s), this should include likely generation and payback time. Obtain Board/Chief Exec permission for investment. Schedule works. Monitor output when installed.
Plan to reduce the need for cooling in warmer months.	Green Champion		Single		Ask for initial advice from your iiE Environmental Consultant and your team (to determine areas that overheat and potential reasons), then obtain relevant quotes from appropriate supplier(s). Prioritise reducing heat gains and enabling personal cooling. E.g. reduce heat gains from sunny windows with tinting tech, louvres, awnings or shades (outside) or horizontal or thermal blinds (inside). Purchase fans before thinking about A/C.  Obtain Board/Chief Exec permission for

					investment. Schedule works. Monitor improvement in thermal comfort and effect on energy demand.
--	--	--	--	--	---

## Action Plan: Gas and heating/hot water (some actions may be included in your electricity resource plan, if you have any electric heating systems)

Action to be Completed	Who	Date Start	Single or Ongoing	Completion or Review Date	Notes / Outcomes: (include date of note for improved tracking)
Check and schedule boiler service	Practice Manager		Single	Annual	Schedule works, boiler serviced, and documents filed appropriately.
Check heating controls are not higher than 21.5C during the day in cooler months	Head Veterinary Nurses and Green Team		Single	Bi-annual in-line with seasonal shifts	Appropriate temperatures set during cooler months. If staff complain of thermal discomfort, investigate reasons why (e.g. drafts, proximity to heating & cooling devices, excessive solar gains, inappropriate uniform/apparel.)
Check heating/hot water timers and temperature settings	Head Veterinary Nurse		Single	Bi-annual in-line with seasonal shifts	Checks conducted and timers and settings adjusted as required. Discuss

are appropriate for needs					with team and ensure any resulting issues are resolved.
Look at insulation and air-tightness of walls/ceiling/floors/hot pipes and water tank(s).	Green Champion & Green Team		Single		Use thermal camera or thermometer or external specialist support to investigate this if appropriate (e.g. building overheats and/or cools and/or is draughty.)  Get quotes for improvements if recommended, preferably with estimated paybacks. Obtain Board/Chief Exec permission for investment. Schedule works.
Investigate options to reduce any hot water demands e.g. aerate bathroom taps or more efficient factory processes	Green Champion & Green Team		Single		Obtain quotes. Obtain Board/Chief Exec permission for investment. Schedule works.
Investigate more efficient heating systems, e.g. a new boiler, ground or air-source heat pumps, infrared heaters instead of personal elec. heaters	Green Champion & Green Team		Single	Estimated date to review dependent on system age/anticipated remaining lifespan	Ask for advice from your iiE Environmental Consultant. Obtain relevant quotes from appropriate supplier(s). Obtain Board/Chief Exec permission for investment. Schedule works. Monitor.

E-mail staff to remind them about dress code. Encourage lighter clothes during warmer months and encourage heavier clothes during cooler months as well as reminders about other personal heating/cooling options available e.g. hot/cold drinks.	Practice Manager		Single	Bi-annual in-line with seasonal shifts	E-mail circulated to staff. And/or team meeting agenda item added and discussed.
---	------------------	--	--------	--	--

## Action Plan: Water

Action to be Completed	Who	Date Start	Single or Ongoing	Completion or Review Date	Notes / Outcomes: (include date of note for improved tracking)
Install low flow water fittings or aerators	Green Champion & Green Team		Single	Annual	Discussion to ascertain benefit and determine how many units require low-flow fittings. Arrange for purchase and installation.
Staff awareness raising to save water - briefing or communications around this	Green Champion & Green Team		Ongoing		Communication campaign agreed and implemented, may include discussion in team meeting(s), presentation(s), e-mails circulated, posters displayed at relevant points of use. Monitor water consumption pre and post installation and communicate any savings to encourage continued change of behaviours.
Install water saving toilets or install water hippos	Green Team and Green Champion	May 2022	Single		Obtain relevant quotes from appropriate supplier(s). Obtain Board/Chief Exec permission for investment. Schedule works. Compare

in toilet cisterns					water consumption pre and post-installation.
Monitor water readings overnight/weekends/unoccupied times to check for leaks	Green Champion & Green Team		Single	Annually, or any time water use increases without known reason	Water readings taken by last person out of the building on a given day/Friday and first person to enter the building the next day/Monday, preferably with estimated times readings taken.  Investigate any unexpectedly high water consumption and aim to get unoccupied water consumption as near to zero as possible (there may be some water usage via urinal flushing or for other known reasons.)
Ensure landscaping uses drought resistant plantings	Office Manager		Single	Annually	Discussion with landscaping contractor or grounds person. Plan and purchase new plants as required.
Ensure landscaping contractor abides by best practice for necessary watering times	Office Manager		Single	Annually	Discussion with landscaping contractor or grounds person.
Consider rainwater or greywater reuse, e.g. water butt for watering or water reuse for toilets	Green Champion & Office Manager		Single	Annually	Obtain relevant quotes from appropriate supplier(s), preferably with estimated paybacks for larger investment options. Obtain Board/Chief Exec permission for investment. Schedule works.

## Action Plan: Waste

Action to be Completed	Who	Date Start	Single or Ongoing	Completion or Review Date	Notes / Outcomes: (include date of note for improved tracking)
Carry out a biannual waste audit <ul style="list-style-type: none"> <li>- domestic municipal waste</li> <li>- offensive waste</li> <li>- clinical infectious waste</li> <li>- clinical infectious waste and pharmaceuticals/chemicals</li> <li>- Cytotoxic/cytostatic waste</li> </ul>	Green Champion & Practice Manager and Green Team		Single	Biannual	Ensure correct bin structure and signage, assess compliance with waste steaming (are staff following the correct disposal methodology?)  Ensure outside bin area is secure (e.g. locked bins) and compliant with HSE regulations
Audit medicines wastage, stock control, and current labelling practice to avoid out-of-date medicines	Green Champion & Office Manager		Single		Training or reading up on best practice undertaken by appropriate person(s).  Audit document written or updated as required.  Audit undertaken.  Record medicine wastage over a specified time period if significant wastage identified.



Investigate responsible medicine stewardship schemes	Green Champion		Single		Training or reading up undertaken by appropriate person(s).
Investigate reusable Sharps bins	Green Champion		Single		
Present results of waste audit to procurement manager to identify easy swaps to prevent waste where possible through product choices	Green Champion & Office Manager		Single		Discussion with procurement manager/others required to agree swaps.  Update procurement to reflect new purchasing decisions if needed.
Introduce swaps for single use items, reducing plastic and increasing recyclability where possible	Green Champion & Office Manager		Single		Update procurement policy if necessary. Research new supplier(s) if necessary. Communication s campaign if required.
Audit storage and disposal of other chemical items clinical and non-clinical (paint)	Green Champion & Practice Manager		Single		Update Register of Legislation if required.  Audit of storage to ensure adequate containers used.  Audit of disposal, including documentation.
Install compost bin	Practice Manager		Single		Audit of compostable waste generated to ascertain

					need, determine a space to install, purchase and install. Monitor and encourage usage initially.
Staff awareness raising to reduce waste and segregate waste correctly- briefing or communications around this	Green Champion & Marketing Manager		Ongoing		Communication campaign agreed and implemented, may include discussion in team meeting(s), presentation(s), e-mails circulated, posters displayed at relevant points of use.

## Action Plan: Travel

Action to be Completed	Who	Date Start	Single or Ongoing	Completion or Review Date	Notes / Outcomes: (include date of note for improved tracking)
Carry out a staff travel survey	Green Champion		Single		Amend iiE survey template as required. Consider sending out via Survey Monkey to reduce time collating results. E-mail out to staff. Monitor returns, encourage returns (e.g. by explaining that the results will help better plan changes, or a more tangible incentive.) Disseminate results to

					team, discuss options for change or explain what is going to change as a result. Monitor results of changes.
<p>Draft a travel plan with a focus on the travel hierarchy</p> <ul style="list-style-type: none"> <li>- List environmental policy and/or travel policy requirements and how business travel is to be managed</li> <li>- List incentives for low carbon travel – both for work and commuting purposes</li> </ul>	Green Champion & HR Manager		Single		<p>Travel plan drafted, approved and implemented.</p> <p>Specific actions added into action plan. Monitor impact e.g. on business mileage.</p>
Cycle sheds installed	Practice Manager		Single	Annual checks on shed	<p>Use results of travel survey to determine demand for shed.</p> <p>Ascertain space availability for shed/3 quotes obtained.</p> <p>Shed installed. Encourage use of shed.</p>
Publicise public transport and cycling routes on website for staff and clients	Green Champion		Single	Annual updates	<p>Discussion within team meeting to gather knowledge from relevant commuters.</p> <p>Draft wording, obtain approval, update website.</p>

Promote uptake of video and teleconferencing for meetings	Green Champion		Ongoing		Discussion within team meetings and/or e-mail benefits of video and teleconferencing.
Promote online CPD training where possible	HR Manager & Marketing Manager		Ongoing		Discussion within team meetings and/or e-mail benefits of online CPD training.
Investigate installing showers for active commuters	Green Champion & Office Manager		Single		Use results of travel survey to determine demand for shower.  Ascertain space for shower/3 quotes obtained.  Shower installed. Monitor (e.g. via follow-on travel survey) increase in active transport.
Investigate vehicle telematics for fleet vehicles	Green Champion & Office Manager		Single		Investigate benefits and current mileage.  Test telematic system on 1 (high use) vehicle.  Roll out telematics to fleet. Monitor mileage.
Get staff using company vehicles to undertake safe and efficient driver training OR carry out in-house training/ briefings on travel	HR Manager		Single		Driver training booked.  Communications campaign.
Amend HR policy to encourage staff to work from home	HR Manager		Single		Draft policy. Approve with Board/Chief Exec. Implement. Communications campaign to raise awareness of changes. Staff meetings for

					<p>staff to ask any questions and air any concerns. Monitor (e.g. via follow-on travel survey) increase in home working. Estimate mileage saved.</p>
Introduce bike business mileage	Office Manager		Single		<p>Use results of travel survey to determine if this is appropriate.</p> <p>Update any documentation required, implement mileage.</p> <p>Communications campaign to raise awareness and answer any questions, encourage uptake and overcome obstacles.</p> <p>Monitor uptake/results.</p>
Purchase company electric bike	Office Manager		Single		<p>Use results of travel survey to determine if this is appropriate.</p> <p>Obtain quote(s) and estimate paybacks based on anticipated usage.</p> <p>Obtain permission for investment and purchase.</p> <p>Monitor and encourage usage of bike.</p>
Consider electric vehicles and/or electric charging stations	Green Champion & Office Manager		Single	Annual	<p>Use results of travel survey to determine if this is appropriate.</p> <p>Obtain quote(s) for chargers and/or EVs.</p>

					Monitor and encourage uptake.
Investigate providing company loans for bikes, electric bikes, annual public transport passes to encourage sustainable commuting	Green Champion & Practice Manager		Single		Use results of travel survey to determine if this is appropriate.  Investigate feasibility and salary sacrifice schemes.  Monitor uptake of scheme.

## Action Plan: Staff projects or other essential actions

Action to be Completed	Who	Date Start	Single or Ongoing	Completion or Review Date	Notes / Outcomes: (include date of note for improved tracking)
Drugs - ensure stock control measures are in place to reduce wasted out-of-date drugs	Stock Champion		Single	Annual	Audit undertaken.  Communications campaign undertaken that focuses on key area(s) for improvement identified in the audit.
Ensure staff have basic understanding of advice to give pet owners for dispensed neonicotinoids, or other environmentally harmful pharmaceuticals	Green Champion & Practice Manager		Single	Annual	Discussions in team meetings and/or online on staff groups/intranet. E-mail summary of advice.
Eco-friendly cleaning products and other	Office Manager & Cleaner		Single	Annual	Discussion undertaken with cleaner, new cleaner appointed if required.

practices (steam cleaning)					
Eco-Friendly alternative products for sale (e.g. pet food, pet toys, etc)	Marketing Manager		Ongoing		Products sourced, displayed and marketed. Monitor sales of alternative products.
Launch communications plan to support staff engagement and other key areas of our action planning process	Marketing Manager		Ongoing		Communications campaign to raise awareness of changes, may include team meetings, e-mails/intranet and posters. Staff meetings for staff to ask any questions and air any concerns.
Draft sustainable procurement policy and get consultation from relevant team members	Green Champion & Procurement Manager		Single		Sustainable procurement policy drafted, approved and implemented. Make note of products swapped during/after process.
Install Terracycle bins for pet food containers	Green Champion		Single		Investigate space availability, purchase, install and promote.
Offset carbon footprint or specific projects	Green Champion & Practice Manager		Single		Calculate carbon footprint of practice of specific projects, e.g. using iiE footprint tool. Purchase offsets from reputable company. Market as desired, within company and to customers. Ensure env policy is updated to reflect new ambitions and achievements relating to carbon-neutrality/other.



**Insert your action plans here.**

For Green level members, or members aspiring to achieve Green level, it is important that your action plans consider your environmental commitments and business strategy.

Start to consider actions that need to be completed now as well as actions that may be completed in five years and even possibly ten years. For example, if your objective / strategy is to achieve net zero carbon or zero waste, then while some actions can be introduced, others may need to wait for improved technology or be planned financially over a longer term but building in these actions means the objective is always being worked towards.

## Waste Management Plan

Insert the information explaining the waste system you have on site. This should include the waste streams / categories (for example, general waste and recycling) that are collected and information on what can and cannot be thrown into each bin. Please include how waste is thrown away on the site, for example: **We have centralised bins for general waste and recycling in the kitchen and open plan office. Individual offices have only recycling bins.**

Please also include how frequently the bins are checked and details on any training, campaigns, etc. that have been delivered.

If waste is one of your measured resources, you can enter this information into the resource explanation section at the beginning of the pack. Use this section to insert photos or additional information that helps to demonstrate how your waste is managed.

For Green level members or those aspiring to become Green level, the management plan needs to start considering the full waste process including the inputs and outputs of the business. This can be assessed using a waste audit, but essentially start to consider where does your waste come from? Do you know what your general waste consists of? How is waste produced on site? Can some waste have been re-used or are there possibilities for other companies to use your waste by-products? Can you prevent waste by minimising inputs or improving processes that generate waste?

## Travel Plan (Not required at Bronze level)

**Insert your travel plan here.** Ensure to include details from any staff surveys conducted, your aims and objectives (what you hope to achieve), details on what support there is available – which can include what the business is able to do to support alternative travel, as well as information on what is available to staff, i.e. public transport routes, cycle paths, etc.

It is important to explain how you will measure improvements and provide any information on identified improvements as well. This could be a comparison from annual surveys. It may also be

worth carrying out a survey during winter and summer to understand how weather and daylight affect staff travel behaviours.

The travel plan should also, where possible, include business travel and what encouragements or information you provide to staff to consider when planning business travel to meetings, events, etc. If you have business fleet, do you use trackers? Driving efficiency courses? There are many hints and tips you can give to staff or links to various websites that help staff understand how to drive efficiently. This is recommended for members of staff who use personal vehicles, as they would most likely prefer to use the least amount of fuel possible.

Please also refer to the iiE Travel Plan document.

## Carbon Footprint

Insert your carbon footprint information here. Ideally, a pie chart or table that outlines the carbon impact from each resource source, i.e. electricity, gas, vehicles, etc. along with the total kg / tonne CO<sub>2</sub>e produced. You should also outline the reduction target and performance compared to the previous year (if applicable).

The iiE Carbon Calculator can be used to calculate your Carbon Footprint, however if you use to calculate this yourself you must explain which method you used and if manually, which factors you used. This does need to be documented with evidence available for audit (not necessarily within the pack).

There are a number of iiE resources available to help you calculate and understand your organisations carbon footprint, including the iiE Carbon Footprint Guidance and a number of webinars.

## Environmental Projects

Insert your project activities with a description of outcomes achieved, along with any available evidence (photos, communications, etc.) where appropriate.

This could be provided in a table or you could write up a paragraph on each action, detailing the work involved, final outcome and any benefits.

# Monitor and Report Progress, and Communication

## Progress Report:

Communication is vital and a key requirement is to report your progress to senior management and staff. For Green Level or those aspiring to achieve Green Level, this performance report needs to be provided half yearly.

Insert either a copy of your annual report or link to communication (some reports are provided via newsletters or articles) that demonstrates you have met this requirement.

## Communication:

Ideally, there should be many available examples of communication, however, you do not need to insert all the various pieces of communication.

Include details on posters, information on training activities – such as what was covered and when they are run – and maybe some highlights on key campaigns held.

Keep copies of any general communication to staff where you are updating them on performance.

This should include upcoming events as part of your Additional Projects / Tasks, or the outcomes of such events; reminders of switch off or recycling if breaches are reported; updates on action outcomes, survey results, company performance, etc.

This can include emails, newsletters, bulletins, staff noticeboard clippings, etc.

**Please keep all communication / reports in an evidence folder ready for audit.**

# Appendix

## **Anything else? Photos, Policies, etc.**

This is optional but allows you to include any additional documents to back up / evidence the work you have written about above. This can include photos of your bin signage to evidence your recycling system; photos of days out to evidence your environmental projects; policies, such as the CSR policy or Sustainable Purchasing policy. Appendix to any data above that you wanted to section separately, following links mentioned above (if you have added any).