



SUSTAINABLE  
BUSINESS  
RESOURCE PACK





## Key Points

- **Sustainability matters for your business** - This is an issue for organisations of all shapes and sizes and in every industry sector, not just big business
- **Sustainability makes sound business sense** - By looking at your environmental, economic and social impacts you should be able to reduce costs and increase profitability
- **Sustainability is the future of business** - Customers are increasingly aware of and demanding sustainable products and services. Businesses must rise to meet these demands
- **There is no one prescriptive model** - Every business is different and your sustainability needs will vary accordingly
- **Sustainability doesn't have to cost you money** - There are no end of practices that you can adopt for free which will benefit your business (although you may decide that a longer investment will yield very significant returns!)



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## Introduction

This Resource Pack has been produced by the Hampshire & Isle of Wight Sustainable Business Partnership as a support tool for businesses recognising the growing importance of sustainable business practices. It is intended in particular to serve as a guide for decision-makers in businesses large and small who are new to this agenda and will break down what can often seem to be complex, confusing and sometimes even conflicting information into manageable pieces.

Its purpose is to equip you to identify and start taking action on some of the opportunities that sustainability presents to you and your organisation. There is a strong business case which underpins the message of sustainability, and this is a recurring theme throughout the pack - the suggested practices and measures detailed can help you to:

- **Reduce costs**
- **Improve competitiveness**
- **Increase profitability**
- **Access new markets**
- **Maximise efficiency**

These are things that all businesses want to achieve, and the guidance in these pages will help you to understand how becoming more sustainable can play a central role.

The Resource Pack is divided into two main sections: at the front you will find a guide which explains the issues and makes the case for sustainable business, breaking

down the general theme of 'sustainability' into separate sections, and then further into individual areas which you might start to address. Finally it lists some of the sources of support, advice and information available to your business both locally and nationally.

The second part of the pack contains a range of practical tools, publications and resources produced by the many support organisations which exist to help your business become more sustainable. Refer to these after you have identified in the first section those areas which are particularly applicable to your organisation and which you would like to investigate further. Where possible these inserts have been tailored to meet the specific needs of your business and industry sector. They are however only a small sample of the vast array of help and support out there. By referring to the links and contacts for the other support organisations listed you will be able to access an enormous bank of guidance and advice.

You are encouraged to use the Resource Pack as a springboard to help you get started on your journey towards sustainability. As you progress you will find that your own knowledge and your business's achievements and activities begin to supersede the information contained within. This however does not mean that you are henceforth on your own - the Sustainable Business Partnership and all of its members are here to support, advise and assist you every step of the way.



## What is a Sustainable Business?

'Sustainability' is a term which these days seems to appear almost everywhere you look, but we should not assume that everybody understands what it means. Indeed definitions of the term vary over time and depending on the context. Ecological sustainability refers to "utilization and development of natural resources in ways which are compatible with the maintenance of these resources, and with the conservation of the environment, for future generations." Economic sustainability is concerned with "economic development which can be sustained in the long term."<sup>1</sup>

**A Sustainable Business is a successful and profitable business. It is one that continuously improves its productivity by taking action on the economic, social and environmental impacts of its business.**

**That means a Sustainable Business takes a sustainable approach to what it produces, how it buys and sells, how it affects the environment, where it invests, how it recruits, trains and develops its own people, how it engages with the community and how it respects the rights of people.<sup>2</sup>**

The key message is that sustainability makes sound business sense. By taking action on the list above, businesses are able to drive down costs, access new markets, increase efficiency... all contributing to its own long term sustainability.

As this Resource Pack will demonstrate, the opportunities are almost endless. They vary in scope and scale from small and simple to larger and more ambitious measures. They will vary according to your operation and your business's needs, and your own assessment of what is feasible or appropriate. But they all have one thing in common: your business should benefit as a result.

### The 'Three Pillars of Sustainability' and the 'Triple Bottom Line'

The three areas on which a sustainable business acts as listed above are sometimes referred to as the 'three pillars' - each of which present an opportunity for the adoption of good business practices.

In simple terms, they might be interpreted as:

- **Economic:** The position of and contribution to the local and global economy by the business, for example through recruitment policies, purchasing of local produce, investment in the workforce, support of other organisations and the business's own economic viability.
- **Social:** The role of the business in promoting social and community benefits, including education and training, maximising well-being, health and safety, community activity, sharing of experience and good practice and demonstration of good leadership.
- **Environmental:** Reduction of the environmental impacts of the business, for example through resource efficiency, improved business practices, sourcing of sustainable materials, legal compliance, avoidance of pollution and the innovative use of design and technology.

In practice these three pillars are not as separate or distinct as they might at first seem - there are many occasions where action in one area contributes either directly or indirectly to benefits or gains within another: for example, the sourcing of local produce by a business - a hotel purchasing food from local farmers - both feeds back into the local economy and enhances the viability of other local businesses, and reduces emissions and other environmental impacts from the transportation of goods.

<sup>1</sup> Source: Oxford English Dictionary

<sup>2</sup> SEEDA – Sustainable Business: A Strategy for the South East. Downloadable from [http://www.seeda.co.uk/Publications/Sustainable\\_Development/docs/SustainableBusinessStrategy06-09.pdf](http://www.seeda.co.uk/Publications/Sustainable_Development/docs/SustainableBusinessStrategy06-09.pdf)



The introduction of alternative travel options and working practices for staff can both significantly reduce the (environmental and financial) impacts of transport and improve morale amongst employees, in turn further contributing to the economic viability of the business. The key message throughout is that actions to minimise resource use often translate directly, and positively, onto the bottom line.

The following section of this guide will consider each area in turn, but makes no apologies for focusing primarily on environmental sustainability. This is the area most commonly addressed by businesses, and for a number of reasons.

Whilst all three pillars present opportunities for financial gain for the business in question as well as the various benefits for the economy, community and environment, these gains are most readily appreciable, measurable and very often significant when resulting from environmental actions. All businesses have one thing in common: the pursuit of profit, and this is fundamental if they are to survive. There is no value in a business being the finest example of environmental good practice if it is subsequently forced to close, and decision-makers in business rightly consider the likely returns on their actions before adopting recommended practices.

The good news is that these returns are often very obvious when considering environmental impacts:

resources are becoming increasingly scarce, and prices are rising accordingly. Energy, water, waste... these in particular often represent significant costs for businesses and any opportunity to drive them down is to be welcomed.

Businesses are facing increased risk from many angles, not least the impacts of climate change (see p.7). Informed businesses are able to make better decisions, reduce the risk to their operation and identify emerging opportunities or the need for diversification ahead of their competitors.

Globally, environmental issues are rising rapidly up the political agenda and the high-level decisions being made today will filter down to impact on everyone. The Stern Report<sup>3</sup>, published in 2006, demonstrated that climate change is an economic issue and one which can no longer be ignored. Environmental legislation is changing and businesses are responsible for ensuring that they are complying with the law, in order to avoid fines or prosecution. The environment is no longer a side-line issue; it has been thrust into the mainstream.

The above are just a handful of examples, each of which will be explored in greater detail in the following sections. But first the guide will explain the fundamental environmental case for sustainability in business and explain why the common consensus is that failure to take action is no longer an option.

<sup>3</sup> [http://www.hm-treasury.gov.uk/independent\\_reviews/stern\\_review\\_economics\\_climate\\_change/sternreview\\_index.cfm](http://www.hm-treasury.gov.uk/independent_reviews/stern_review_economics_climate_change/sternreview_index.cfm)



## Environmental Drivers

The environment is a mainstream business issue. Organisations can no longer afford to ignore their own impacts on the environment, or the implications of a changing environment - particularly the challenges of climate change - for their operation.

Whilst climate change has recently risen rapidly up the agenda as an issue of major concern, it must be remembered that this is just one of many areas within the environment sector of which businesses should be aware if they are to survive and remain viable in the longer term. Many of the issues are in fact interlinked. For businesses they consistently give rise to one key message: action on the environmental impacts of your business presents an opportunity to reduce costs and develop a competitive edge; failure to act could spell financial, as well as environmental, disaster.

### Why should the environment matter to business?

The Stern Report outlines the economic case for action on climate change and - whilst it may appear that the challenges posed and the opportunities identified reside at a global, or at least governmental, level - it is essential that organisations appreciate the significance of the proposed measures for the future economy - the economy in which they will be operating.

Whilst certain climate change theories remain in some circles controversial, the growing call to action and global response is creating an economic and legislative environment in which all businesses are required to operate. Environmental impacts feature increasingly in high-level strategic decision-making and if a business is to remain viable within this emerging order it is vital that the key issues are understood.

This section outlines the key arguments and theories behind the current climate change debate. It does not seek to promote a particular perspective, but rather present the key evidence as it currently stands in order

that businesses can appreciate the issues and consider objectively how their operation might impact on, or be impacted by, environmental change.

The debate is a lively one, and lobbies on both sides are able to produce arguments which support their views. Whilst there is now a general acceptance amongst the majority of the global scientific community that human action is impacting on the environment, it is right that the evidence is scrutinised and challenged. Exaggerated evidence and false claims achieve nothing other than the undermining of the core argument when they are exposed. Confidence amongst the business community that they are being presented with credible and indisputable evidence is essential if managers and decision-makers are to factor these issues into their operation.

The explanations put forward in this account are very brief summaries of the generally accepted view amongst the majority of the global scientific community. Arguments have been referenced where appropriate and you are encouraged to consider these and other sources of information further in your own time.

### Is the climate changing?

The global climate is an extremely intricate and complex system, with numerous feedback loops which are not yet fully understood. Science has made remarkable progress in revealing important causes and effects within the eco-system, yet often these remain difficult to predict with any degree of certainty.

There are now many areas of general agreement amongst scientists regarding the environment. It is largely accepted that human action can alter the climate: the debate tends to focus on how much, how quickly and how serious these effects might be. These generally accepted claims form the core of the general knowledge and sit at the heart of emerging policy and calls to action.



We can now confidently argue that:

- **The 'Greenhouse effect' does exist**
- **Certain human actions produce greenhouse gases**
- **The climate is prone to change over time, and past changes have had significant effects on prevailing eco-systems**

### **What is the Greenhouse Effect?**

The term 'Greenhouse effect' literally describes the trapping of heat by certain gases in the atmosphere, and is an entirely natural phenomenon essential to life on our planet. The Ozone layer, in the outer reaches of the atmosphere, can be represented as the panes of glass in a greenhouse. This layer allows solar radiation to pass through and warm up the earth. Some of this heat is radiated back into space; some of it (long wave infrared waves) is trapped by the greenhouse gases which make up the Ozone layer.

### **Why is carbon such an issue?**

Carbon dioxide or CO<sup>2</sup> is an important greenhouse gas. Despite its low concentration it is extremely efficient at absorbing infrared radiation, significantly enhancing the greenhouse effect. It is produced by, along with other natural phenomena, the combustion of carbon-containing fuels plus other industrial processes including fermentation, and as a by-product in ammonia and hydrogen plants.<sup>4</sup> Almost any activity we undertake as an industrial society involves the use of carbon-emitting fuels, and therefore the production of CO<sup>2</sup>, either directly or indirectly as part of the process.

Carbon has always existed in the atmosphere, and indeed life could not exist without it. It is the balance of carbon dioxide in the atmosphere which is important. As

of January 2007 CO<sup>2</sup> in the earth's atmosphere is estimated to be over 1/3 greater than the global average before the industrial revolution<sup>5</sup> and the speed at which carbon emissions are rising is increasing. Not all of this CO<sup>2</sup> has remained in the atmosphere; some is absorbed in 'carbon sinks' such as the ocean or rainforests. However, this dramatic rise is generally accepted to enhance the greenhouse effect and therefore be a major cause of global warming.

### **What is the role of business in the production of carbon emissions?**

Two main human contributory factors are attributable to this rise: the burning of fossil fuels and large scale and sustained deforestation, simultaneously increasing the amount of carbon released into the atmosphere, and reducing the scale of 'carbon sinks' capable of trapping (some of) these emissions.<sup>6</sup>

### **What are the impacts of climate change?**

It is generally accepted that global warming is contributing to observable and measurable global and local phenomena. It should however be noted that some continue to dispute that this is a result of man made climate change (see above). The retreat of mountain glaciers, rise in sea levels and rise in global average temperatures have all been attributed to changes in the global temperature, although a minority urge a degree of caution when making such claims: weather patterns are by their nature erratic and to a degree unpredictable. Their interconnectedness and the influence of numerous and complex factors means that a direct link cannot be irrefutably proven.

However, the observation of many trends simultaneously coupled with analysis of numerous and varied data

4 Ronald Pierantozzi. In Kirk-Othmer Encyclopedia of Chemical Technology. Wiley, 2001.

5 Retrieved from BBC News 22.01.07 <http://news.bbc.co.uk/1/hi/sci/tech/4803460.stm>

6 The Climate Challenge – Scientific Evidence and Implications – The Carbon Trust, 2005 - downloadable from <http://www.carbontrust.co.uk/Publications/publicationdetail.htm?productid=CTC502>



sources comparing different historical periods such as tree-ring analysis and ice core samples provides a compelling argument that whilst climate change is indeed a natural phenomenon, the unprecedented degree by which change is currently occurring can only be a result of human activity. Dissenting voices are very much in the minority, and one which is further shrinking over time.

The potential impacts of climate change pose many very real and significant threats to modern society. Rising sea levels are expected to have a dramatic effect on coastlines, impacting heavily on the location of communities, economic centres or entire towns and cities. Even seemingly minor increases in temperature will profoundly impact on local climates, in turn effecting everything from local biodiversity and agriculture to further demands on heating and cooling systems and pressures on emergency services (witness the European heat wave in August 2003 when 35,000 deaths were attributed to soaring temperatures. The world Meteorological Organisation estimates that the number of heat-related deaths could double in the next 20 years<sup>7</sup>). The way that we live and do business will inevitably be affected.

### Other Environmental Impacts

Climate change is big news, but it is not the only environmental impact of business and global society. Indeed many environmental issues, and their implications for business, are interlinked and inseparable. The global dependence on fossil fuel not only contributes dramatically to the rise in emissions noted above, equally it poses a great threat to future economic stability as stocks are depleted. Any organisation with a significant reliance on energy as part of its operation, for example in

the manufacturing process or transportation of goods, is likely to be seriously affected in the longer term by rising energy and fuel prices and dwindling resources. Individuals and organisations will be affected both directly and indirectly through their supply chains.

Waste is also a major issue for businesses. Again this impacts on many different areas of concern within the environment, from the excessive use of materials and resources (unnecessary packaging is a popular area of focus amongst contemporary media), the production of pollutants as a by-product of the manufacture of goods, and the safe disposal of waste. Pressure on landfill space is at an all time high and the identification of suitable alternative means of disposal presents some difficult problems. Businesses increasingly recognise this as an area where by designing out waste where possible, and identifying opportunities for reuse and recycling, costs can be driven down to the organisation's benefit.

Many businesses are heavily reliant on water, and the balance between supply and demand both locally and globally is an issue of increasing concern. Business use accounts for 1/3 of all water consumption in the UK.<sup>8</sup> Recent trends suggest an increasingly precarious situation, where individuals and businesses will be affected not only by the direct shortage of water and the impact on their lives and operations, but once again in the rising associated costs and increased legislative obligations.

**The following section considers how businesses can rise to meet the challenge of these environmental issues, for their own benefit as well as that of the planet.**

7 New Scientist Magazine, October 2003, downloadable from <http://www.newscientist.com/article.ns?id=dn4259>

8 Waterwise: Downloadable from <http://www.waterwise.org.uk/images/site/Documents/water%20conservation%20in%20businesses.pdf>



## Environmental Sustainability

Every aspect of a business's operation impacts in some way on the environment, directly or indirectly. Every one of these environmental impacts offers an opportunity for improved business practice which can result in reduced costs, increased efficiency, higher productivity and greater profitability.

The current global environmental situation presents both risks and opportunities for businesses, and it is important to recognise the impact that both can have on your business. On the one hand, organisations must ensure that they are able to reduce the threats to their business posed by rising energy prices, fuel shortages, escalating landfill tax, emerging legislation and the impacts of a changing climate. On the other, successful businesses are seeking out the opportunities the changing environment presents: developing new technologies, products and services, identifying and accessing new markets and creating that all-important competitive edge.

Some of these opportunities and threats are within a business's immediate sphere of control: it is the board's decision, for example, whether to invest in a more efficient heating system which will pay dividends in the longer-term. Others are emerging situations to which businesses will be forced to react if they are to survive: changes in law, customer demands, scarcity of resources...

Many of the measures a business can put in place - see the examples in the following pages - translate directly onto the bottom line. They are measurable, demonstrable and irrefutable. 'The Environment' is an area where threats and risks (of which there are many) can be turned into real opportunities.

The following pages suggest some of the key sub-fields within this 'pillar' of sustainability which are commonly presented to businesses as areas where potential improvements, and business gains, lie. In practice they are often interrelated and should not necessarily be addressed in isolation. However, it is important to ensure that you approach them in a way that is likely to result in genuine, lasting and effective change - avoid the temptation to tackle every issue simultaneously and from the outset. Use the resources at the back of this pack, and the support of the many organisations listed, to help you identify which are the priority areas for your operation and consider these first before moving on to the next level.



## Energy

Energy use is a common issue to all businesses and, properly monitored, can be a source of significant cost savings. It features in production processes, heating, lighting, use of computers – no industry sector or size of business can claim that energy is not an issue and one of the costs they are obliged to factor into their business model.

### ***UK businesses waste up to 20% of the energy that they purchase***

The environmental consequences of energy creation and use are vast: most of the energy that we use comes from the burning of fossil fuels, releasing carbon dioxide and pollution. These are major global areas of concern, and any action taken at an international, national or local level will impact on the way that we use energy. Anticipated fuel shortages equate to an increased threat for any energy-reliant business, with sharply rising costs envisaged as a long-term trend.

All this means that any opportunities for a business to minimise its energy consumption translate directly into money saved, and longer-term risks reduced. There are plenty of ways that this can be achieved, and pleasingly many are quick, simple and either low-or no-cost to implement – all they require is a bit of imagination in their identification, and a willingness to adopt new practices. You may decide to investigate and implement these practices on your own, or you might consider it more appropriate to undergo a more formal energy audit in the expectation that the resulting savings will more than justify the initial investment.

The key areas you may like to consider will vary depending on your type of business and the specific way that you use energy, but typically include:

**Heating, cooling, ventilation** – a major expense, accounting for up to half of all energy use in offices. Can you turn down thermostats? Can you improve the efficiency of your systems?

**Lighting** – are lights left on when not in use? Are they positioned and used strategically and to maximum effect? Can you take better advantage of natural light?

**Electrical equipment** – computers, photocopiers or vending machines left on unnecessarily are often cited as obvious examples of wasted energy – and money – yet so many businesses persist in doing so. Implement a switch-off policy, and follow it through.

**Heavy machinery / production processes** – if your business operation involves heavy energy use it is likely that you are already aware of the costs and strive to keep these down. Ensure that you are working as efficiently as possible. Remember that technology is constantly evolving – is more efficient machinery becoming available? Are there grants and support available if you need to invest?



Energy efficiency is achieved as a process rather than a one-off activity. Properly managed, it is one of the most significant ways to improve efficiency and reduce costs within your business:

- **Gather the facts:** Few managers know off the tops of their heads how much they spend annually on energy, but this information is easy to find. Draw the key figures from your utility bills and, having established a benchmark, compare these costs to those of similar businesses in your sector. There are benchmarking toolkits and resources available online through organisations such as the [Carbon Trust](#).
- **Reduce your energy use:** Identify the things that you could do in your business to save energy. Use the wealth of advice and support available - we have only been able to include a fraction within this Resource Pack, but such guidance can be easily tracked down. Break down the opportunities that you identify into short-, medium- and long-term, considering any implementation costs against projected savings and payback times, to help you prioritise your actions.

Try not to be over-ambitious - it is better to do a few things well and ensure that they are followed through before progressing to the next level, rather than trying to take everything on at once.

- **Monitor and control:** Satisfy yourself that the changes you have put in place are having an impact. Establish monitoring and reporting procedures to demonstrate the resulting savings. Develop these systems to ensure that trends and savings are maintained in the longer-term, and then continuously re-visit your company's energy use in order to identify further opportunities.

Even if the associated savings from an individual action such as fitting energy-saving lightbulbs or implementing a switch-off policy seem small or insignificant, do not be fooled. Add up the total savings if you were to implement all of them, and consider where else you might be able to invest that money.





## Waste

What is waste? A good description is that it is “anything that you do that does not add value to your product or service” (Envirowise). This can clearly include wasted energy and water, but as these are dealt with elsewhere in this section here we are looking specifically at material waste.

It is easy to underestimate the difference effective waste management can make to your business's bottom line. The economics of waste are not just about the costs of disposal - when you factor in the treatment, cost of raw materials, transportation costs and labour costs involved in processing a material ultimately to be discarded, the price rises dramatically, by anywhere between five and twenty times depending on your type of business.

Landfill space in the UK is at a premium and the costs of disposal are set to rise dramatically year on year. These costs will be passed directly back to the sources of waste - the businesses - and any waste minimisation techniques are set to become increasingly valuable. At the same time alternative disposal techniques will become more economically viable. Waste is an issue set to rise up the agenda very rapidly in the near future.

This is an area in which it can be a relatively simple to take action, and many measures can be put in place at little or no cost. As well as saving money, you have the added benefits of improving your environmental performance, and your sustainability as a business as a whole, which in turn can only impact positively on your company's image.

So what can you do? First you need to know where your waste is being produced. Tour your premises, investigate your bins and consider the main material and resource streams passing through your company. In order to get started you might choose to focus on the more apparent waste streams (and therefore usually the most likely to lead to savings). If your initial waste minimisation and waste management techniques prove effective you might consider undergoing a more detailed waste audit, or investigating in further detail in order to identify greater opportunities.

Effective management of your waste, as with many sustainable business practices, crosses over into other areas - in particular legislation (See p.20). There are strict rules and guidelines for the disposal of waste - managing it properly not only helps to reduce costs, it also helps to ensure that you are complying with the law and less open to possible prosecution.

### REDUCE, RE-USE, RECYCLE – The Waste Hierarchy

This familiar phrase succinctly summarises the core process. By addressing your waste in this order you can ensure that you are achieving the maximum benefit from your efforts.

**Reduce:** Elimination at source is far more effective than dealing with waste as a product. Monitor what is coming in and where it goes. Talk to your staff – they may have a far better idea where waste may be eliminated.

**Re-use:** Can you turn your waste into a new resource? Shredded paper can become packaging, broken items might be repaired, obsolete items put to an alternative use. Use your imagination.

**Recycle:** We are starting to get very adept at turning waste into new products. Segregate your remaining waste streams into recyclable materials. In most cases businesses identify an agent who can collect and recycle on their behalf.

**Remember that certain waste streams can actually be quite valuable to someone else – is your waste a potential additional source of income?**



There are many different companies around which can help you dispose of your recyclable waste. The Environment Agency has created an online recyclers' directory which is an excellent first port of call whatever type of waste you have identified. Other organisations, such as the National Industrial Symbiosis Programme (NISP) can help to match you up with a business who could use your waste as a resource for their own product. Far from being a dry, mundane subject, addressing waste can lead to some very imaginative - and profitable - solutions.

### Case Study – Leckford Estate

Located in the heart of the Test Valley, suppliers to the John Lewis Partnership the Leckford Estate are a shining example of environmental good practice. As well as adopting energy- and water-efficiency technology, the farm implemented a thorough waste management system.

Waste from all of the estate's operations is segregated into general, hazardous, compostable and recyclable. All green waste is composted and reused on the fields as natural soil enricher often mixed with waste mushroom compost. Cardboard and plastic are segregated, crushed and baled for collection. Office paper is shredded on-site for dairy herd bedding before being composted. This practice has reduced the waste volume by one bin per collection, simultaneously reducing disposal costs and reducing the need to purchase in certain materials and resources, whilst allowing the farm to demonstrably meet the high standards and principles of its key customer.





## Water

A business's water consumption presents another often overlooked opportunity to make savings through improved efficiency. For some organisations it is an essential component of their production process or the service that they provide. For others, particularly office-based companies, the majority of their water use may be through taps and toilets - but that is no reason not to investigate further.

For such businesses many water-saving measures are very quick and simple to put in place, and can yield very fast returns - these are some of the easy 'quick wins' which a business can act on as they start on the journey towards sustainability. Although they might not appear to be a major expense, they can still yield significant amounts of money which could be better spent elsewhere in the organisation. Measures such as fitting 'Hippos' into toilet cisterns, or installing spray taps, can pay back in short amounts of time. They are also of course ways for a business to demonstrate that it is acting responsibly with an essential resource.

**A tap dripping just two drops per second will lose you nearly 10,000 litres a year (Envirowise)**

Whatever your company's water use, you will first need to identify how much you are spending, and where this water is going. Use your utility bills to establish your water spend (many businesses work this out per employee per year) and compare with similar organisations.

Secondly, undertake a water audit. This does not have to be a drawn out or formal process (although it can be if appropriate) - simply look at where water comes into the building, and the various ways that it leaves. You might identify leaks or other sources of waste - addressing these means instant savings, and it can be surprising how seemingly insignificant amounts can build up over time.

There are also of course many more ambitious measures that you might like to consider, and which many businesses have found have made an enormous difference to their profitability as well as, in times of increasing danger of drought and water shortages, the risk to their business. One local horticultural nursery invested heavily in a water recycling system which paid for itself within two years and has ever since led to six-figure sum annual savings. 'Rainwater harvesting' and 'greywater recycling' are becoming increasingly common terms, both for domestic and business use.



## Transport

Transport impacts heavily on the environment. Exhaust emissions are the single largest source of pollution in the UK.

Transport costs are extremely significant for many businesses. However these costs can be reduced in many - sometimes quite surprising - ways.

Aside from the transportation of goods, vehicle use and staff travel impacts in two main ways - travel to and from the place of work, and travel as part of the business day, to meetings, sales, conferences and events etc. In both cases there are likely to be ways that unnecessary travel can be reduced, leading to both direct and indirect savings.

There are many examples of the sort of practices being adopted by businesses. Perhaps one of the most well known is the 'Green Travel Plan' - a range of measures identified by a company to reduce single-occupancy car use by its staff. Measures might include car sharing, promotion of alternative means of transport and limiting of parking options.

The benefits can be far-reaching; plenty of evidence suggests that as well as the direct environmental benefits and cost- and time-savings a travel plan can lead to improved staff morale, health and fitness benefits and a better company image. Traditionally focused on staff transport to site, the remit of travel plans is growing to encompass business travel, deliveries and fleet management.

The most effective way to reduce the impacts of transport is to remove the need to travel altogether. The advancement of technological solutions including web- and tele-conferencing mean that both working from home and working remotely are becoming viable options for many businesses. Holding meetings online is no longer the futuristic idea that it once was, and has profound implications for many businesses. Not only does it turn wasted travel time into productive working time for staff, reduce costs in expenses and reduce an organisation's environmental impact, once again evidence suggests that morale and efficiency increase.

Working from home, remote working, teleconferencing and all of these other suggestions are not an 'either / or' scenario. In fact pilot studies have demonstrated that they work to the best effect when offered as part of the whole employment package, ensuring that staff retain opportunities to interact within the work environment. Of course they are not going to be practical solutions for every business - if your particular operation means that this is unviable as a solution, simply explore alternative opportunities in the knowledge that you have at least given it due consideration.

Sustainable business is about doing what is realistic, practical and beneficial. There will inevitably be many times when car travel is appropriate yet, even then, there are simple measures and guidelines which will continue to allow you to realise cost savings and reduce your impacts.



Fuel is a major expense, with prices in the long-term likely to head in only one direction. More efficient and affective driving helps to reduce these costs, and over time the cumulative effects can be significant.

Making efforts to drive at optimum fuel economy, ensure that vehicles are fully serviced and working to maximum efficiency, avoiding accelerating or braking hard, removing unnecessary weight from the vehicle - all of these things will reduce your fuel consumption, as well as your carbon emissions. Sustainability is often as much about education as anything else and employers are in a strong position to feed these messages down to their staff.



### Case Study – Inchcape Fleet Solutions

Finalists in the 2007 Sustainable Business Awards - Medium Business category, Inchcape is acutely aware of the environmental impacts of the industry in which they operate and have introduced a range of measures to mitigate these. A particular emphasis is placed on fuel efficiency, and technological solutions such as route planning software are routinely used. These principles are promoted externally to their customers as well as contributing to the business's own internal sustainability, and a 'good driving' guide has been produced advising all customers how to optimise the performance whilst minimising consumption of fuel when travelling. It is recognised that whilst excessive vehicle use is not sustainable, the car remains an essential business tool and where its use is deemed necessary users can still be encouraged to reduce their impacts as much as possible.



## Resources and Procurement

How does the way that your business uses and procures resources impact on the environment? What are the associated costs? Do resource issues pose a possible threat to your business?

Many businesses rely heavily on the use of various material resources to operate or produce a product or service. These can include fossil fuels, metals, aggregates and minerals.

These issues can also apply to the procurement of goods and services - the businesses, contractors or providers that you use all in turn have their own impacts. Procurement is a powerful tool in the influencing of others, and through exercising your purchasing power it is possible to encourage adoption of sustainable business practices down through your supply chain.

You may be discovering that this is a situation which your business is in turn being forced to consider, as customers demand evidence of your own sustainability credentials as part of their purchasing decision.

Sustainable procurement means requiring your suppliers to provide you with sustainable products and services. More and more commonly sustainability criteria are featuring within specifications. By building your requirements in from the outset you are creating a level playing field for your suppliers, and affording them the opportunity to respond accordingly. It is important to remember that you are the customer, and that it is the supplier's job to meet your requirements. You are not placing an additional burden on your suppliers, rather outlining in the clearest way precisely what you expect as

part of the product or service you intend to purchase. Suppliers will respond to this.

In order to be effective, sustainable procurement needs to be structured and consistent. Many organisations have developed formal sustainable procurement policies to which they adhere in all purchasing decisions. Such a policy ensures that any member of staff with purchasing responsibilities understands their role, and is supported in delivering it. The policy should outline the roles, responsibilities and importantly reasons for sustainable procurement. It should outline the requirements or standards on which your organisation insists from its suppliers, and explain the way in which these requirements and standards will be applied and measured. A good sustainable procurement policy will serve both as a tool and as evidence in itself of your organisation's commitment.

### What should you be asking for?

The opportunities to procure more sustainably will very much depend on your type of business. Typical examples might include paper with a certain amount of recycled content, or raw materials drawn from sustainable sources (i.e. FSC-certified timber). You may require evidence that your suppliers take a holistic sustainable approach to their own business model, asking for details of their environmental policy, achievements in reducing their own impacts or commitment to their local community. In your drive to embrace sustainability within your own business you should develop an appreciation of the issues most important to you, and be able to factor these in.



Sustainability can be written into every stage of the procurement process, and presents an opportunity not only to ensure that the product or service that you yourself offer is sustainable in nature, but also to positively influence other organisations to do likewise. Unless sustainability is written into your requirements, you are missing the chance to encourage others to address their own model.



### Case Study – Greenhouse Graphics

Basingstoke-based design and print company Greenhouse Graphics extracts maximum gain from its procurement policies, constantly seeking opportunities to invest in innovative and resource-efficient technologies without suffering any compromise in terms of quality.

Their leadership in the use of recycled paper at a time when sustainability within the industry was in its infancy has led to strong relationships with suppliers, who now approach them first whenever any new products with environmental credentials are released, enabling them to remain at the forefront of the sector.



## Environmental Legislation

As environmental matters take on increasing significance for governments, environmental legislation becomes in turn an increasingly important issue for businesses. Emerging regulations, whilst admittedly seen by many as additional and burdensome red tape, nonetheless place a requirement on the responsible person within any business to ensure that they are in full legal compliance. Failure to do so can prove very costly, not only through fines but also to your reputation. In many cases it transpires that the highest cost is not the fine itself, but the associated clean-up cost where hazardous waste has been spilled. Whilst many businesses, particularly smaller ones, remain unaware of current national and international requirements, ignorance is no defence.

As a business you have a 'duty of care' to ensure that all of the waste you produce is disposed of in the correct manner. It is your responsibility to ensure that your waste contractor has the necessary permits and licenses, otherwise you may not be in compliance. Consider both your 'standard' waste streams - effluent, solid etc - and any 'special' waste streams - these are generally considered hazardous and could include batteries, chemicals and oils etc. Be particularly conscious of what might be leaving your premises and entering the local environment, such as rivers and water courses, through drainage.

The Environment Agency is the primary regulatory body with which most businesses come into contact at one time or another. It is the Environment Agency's responsibility, amongst other things, to monitor and assess compliance with many regulations and, where necessary, to bring prosecutions when legislation is being flouted. However, the Agency is also an invaluable source of information, support and guidance. The Netregs website should be your first port of call for regulatory information, and has the facility to keep you up to date with every emerging piece of legislation of relevance to your business.

You may choose to employ professional assistance to help you identify and manage your legal responsibilities, or you may choose to research this yourself. A key task is to develop a register of legislation. This essential resource, constantly revisited and updated, will enable you to continue with your day-to-day operation in the confidence that you are in compliance. A register of legislation forms a key tool in an Environmental Management System (see p. 21).



## What is an Environmental Management System?

An Environmental Management System (EMS) is a useful tool to help you manage your environmental impacts and ensure that you are complying with relevant environmental legislation. It is a structured approach which helps you to control the environmental elements of every aspect of your operation and implement measures for continued improvement.

### ISO 14001 vs. BS 8555

When considering an EMS, you are likely to very quickly come across both of these terms. Quite simply, the former is the internationally recognised standard, particularly appropriate to larger businesses, whilst the latter offers the chance to approach set targets through a number of stages. Each has their merits, neither is compulsory – investigate both to determine whether this is the route for you.

There is no single, prescriptive model for an EMS, and the route you decide to take will vary depending on what is considered appropriate for your size and type of business. Various formal, recognisable and accredited systems exist – ISO 14001 and BS8555 are the most widely adopted in the UK or alternatively you may design and implement your own, either in-house or drawing on external and professional expertise.

Various resources exist to help you with this – see the guide included within this Resource Pack, or contact an organisation such as Envirowise to discover whether there is a more detailed guide dealing specifically with your particular industry sector.

An EMS will embrace many if not all of the areas listed within this section of the Resource Pack, and provide a framework for you and your business to identify and implement the various measures which could benefit your business. It does not require that you have already addressed every environmental aspect of your business, but rather formalises and demonstrates your commitment to doing so over time and in a structured manner.

Accordingly the costs - financial and otherwise - incurred in the process will depend entirely on the approach you decide to take. You do not even necessarily have to pay at any stage - it depends entirely on what you hope to get out of the process and, importantly, the level to which you are prepared to commit. It must however be emphasised that a successful EMS requires both time and effort as a bare minimum. Professional help and support, and indeed certification, may result in greater returns. Ultimately, however you decide to pursue an EMS the inputs should be considered very much as an investment.

Properly used, an EMS will dramatically improve your environmental performance and offer the greatest chance of success in realising the many business benefits of environmental sustainability.



### Your Environmental Management System should include:

- Environmental Policy – a concise statement outlining your organisation's position and commitment to monitoring and reducing environmental impacts. The Environmental Policy is an important document and should be published in order that your customers and suppliers are able to access it.
- Environmental Review – identifying and assessing the impacts of your business activities at every stage. Identify each process as a starting point, and then assess each of these in turn.
- Register of Legislation – tailored specifically to your organisation, this essential resource provides a list of all relevant legislation to ensure that you are in compliance at every stage. Maintain the register as a working document and update as appropriate.
- Emergency Plan – identifying risks and offering structured and documented procedures for dealing with them.
- Action Plan – detailing the prioritised actions emerging from your review, assigning tasks, roles and responsibilities. Include any necessary training or awareness-raising amongst staff at every level.
- Written procedures and protocols for acting on each of the identified environmental impacts. Include regular monitoring and reporting processes as part of the EMS.

Finally, ensure that you have commitment and buy-in throughout the organisation, but most importantly at the top. Identify or appoint a lead or champion with responsibility for ensuring that the EMS is and remains a central part of your business's operation.





## Social Sustainability

Social sustainability refers to the people or 'human capital' dimension of a business's operation. A sustainable business considers the social implications of its operation just as it does the environmental, and seeks to ensure that the way in which it does business does not negatively impact on any individual or group. As with the environmental issues outlined in the previous pages, it is a matter of responsibility on the part of the business.

A socially responsible business would ensure that it does not exploit its workforce, either directly or through the supply chain. This would include the provision of a reasonable wage, robust health and safety practices and a good working environment.

Many businesses go much further than this, and actively seek out ways in which they can give back to society. Typical examples might include corporate support of a cause important to or consistent with the values of the business, contribution to the local community (i.e. sponsorship of a local sports team, donation of equipment for a social activity or enterprise) and the promotion of good practice. Increasingly businesses are also offering their employees the opportunity to contribute themselves, either by giving through their own earnings or allocating time slots in which the employee can choose to volunteer or assist with social and community activity.

Whilst the economic returns might not be as readily appreciable or apparent when compared with the sort of environmental measures which can often yield direct improvements on the bottom line (i.e. through resource efficiency), social responsibility can be shown to benefit the business in many ways, sometimes more subtle but no less significant. As such it takes its place as one of the three areas of measurement within the concept of the 'triple bottom line.'

Social awareness and activity contributes positively to a company's image and reputation. It offers an opportunity for a business to promote its values to customers and

demonstrate itself to act in a responsible manner. It is a chance for a business to improve its relations and standing within the community in which it is located (and from which it may well draw a significant proportion of its workforce and / or custom). It goes without saying that brand image is an extremely important tool for many businesses, and can serve as a key differentiator when compared with similar producers of goods and products or service providers.

Investment in a company's own workforce and the provision of a good working environment can lead directly to bottom line improvements through increased morale and productivity, reduced absenteeism and greater staff retention. The introduction of certain practices, for example opportunities for flexible and home working, can often result in environmental as well as economic and social benefits. As with all of the other suggestions and recommendations included within this guide it very much depends on what is appropriate to or possible within the particular business model. Similarly, education and training opportunities for staff can result in improved working practices and offer a significant return on investment.

It is important to recognise that there is often a balance to be found when considering the social angle within business - these are not things that a business is required to do (with some notable exceptions including mandatory health and safety measures etc) and they are rarely to be found at the top of a business's list of priorities. At the same time, there is often much cynicism as to the motives for an organisation's social engagement and activity, particularly in relation to larger businesses. This should not act as a deterrent - rather the very fact that larger businesses in particular are seeking opportunities to demonstrate their social commitment should serve to enhance the argument that this too presents a key opportunity for improvement in business practice.



## Support and assistance

Increasing numbers of organisations are materialising which exist specifically to work with businesses to help them fulfil, and even identify, their social objectives. Some of these might help you to make links or identify projects to which your business could contribute, whilst others may function more as a donation service where they will lead on or undertake various social activities on your behalf.

## Case Study – Permanent Publications

Crowned Hampshire & Isle of Wight Sustainable Business of the Year 2007, despite being a small business this international publisher on sustainability leads by example, sharing best practice and championing sustainable business methods at every opportunity. Founding partners of the Sustainability Centre in East Meon, they draw on a wealth of experience to encourage others to follow suit, and serve as an embodiment of the business benefits of sustainability.



## Economic Sustainability



The pursuit of profit is one thing that all (or certainly most) businesses have in common. Economic performance is naturally the key area on which efforts within the business are focused, and yet as previous pages within this guide have demonstrated, profitability is on many occasions closely tied to the company's environmental and social impacts.

Sustainable businesses are conscious both of their position in and impact on 'the economy' – locally and in a wider context – and the way in which sustainability contributes to the economics of their own operation. Within the financial framework in which they function opportunities again exist to impact positively for the benefit of the business, the economy and society as a whole.

Successful businesses create jobs. A strong and successful business contributes towards a more vibrant local economy, increasing employment opportunities and the security of those who fill them. Employment is once again an area where a business can deliver on 'cross-pillar' sustainability benefits. For example a business employing a diverse workforce benefits from recruiting talented people from the widest possible labour pool, it also strengthens its competitive advantage by extending its customer base and reaching out to new markets. At the same time the business is contributing socially through the promotion of

opportunities to members of society who might find it more difficult to access work, such as lone parents, people with disabilities and ex-offenders.

As well as feeding money into the local economy through staff wages, a business can also use its purchasing power to impact positively and contribute to greater prosperity, seeking to procure locally where possible, or to buy from organisations which are in turn committed to sustainability in their own business. As outlined on page 18 procurement is a powerful weapon in the pursuit of sustainability and can play a key role in influencing the behaviours and activities of others.

Of course none of this is possible if the business in question is not itself economically sustainable. A sustainable business is a profitable one, one which makes its decisions in the context of longer-term viability, and rightly so.

The repeated message is that businesses can and should benefit from operating in a sustainable way. In working sustainably an organisation is providing itself with a recognisable and increasingly valued competitive edge, one which customers are increasingly seeking to identify and support. Having created a valuable marketing tool it makes sound business sense to use it, and to ensure that the principles, values and practices continue to be promoted and upheld into the future.



## What happens next?

There is no fixed model for a sustainable business, just as there is no one path an organisation must follow. Every business is different, and the opportunities open to them, the priorities they identify, the goals that they set and the actions that they decide to take will vary accordingly.

By now you should hopefully have a general appreciation of the key issues in sustainable business, and an idea of some of the areas relevant to your company which you might like to investigate further. The next few pages in this guide outline some of the key support organisations and sources of assistance available to you, locally and nationally, along with details of the services that they offer. Each of these organisations works closely with the Sustainable Business Partnership and between them they offer expertise on a vast range of sustainability topics.

The support available to your business exists in many forms, including training, events and seminars, financial support and grant assistance, advice and information, peer support, toolkits and professional services. In the back of this pack you will find a number of published resources and case studies provided by many of the organisations within the Partnership. Take the time to look through them and determine which are likely to

have the greatest impact on your business. These reference materials really are just the tip of the iceberg and some very basic research will very quickly reveal a vast array of materials tailored specifically to your business's requirements, regardless of size, type or industry sector. The SBP can help you to identify the most appropriate for you.

Sustainability in business is an ongoing process and you are not expected to revise your entire operation overnight. We would recommend that, using the information in this guide, the resources in the back and through contact with some of the support organisations listed, you identify a small number of priority actions and areas for further investigation. Many businesses begin by identifying 'quick wins' and monitoring progress against these, instilling a cultural change within the organisation, before progressing to more ambitious activities. Alternatively you might already have identified certain areas where a larger investment of time and resources is likely to lead to significant returns. Either way, the journey begins with a single step and every subsequent step that you take will bring you closer to the goals of economic, social and environmental sustainability.

## Support and Advice – The Sustainable Business Partnership



This pack is intended to serve merely as an introduction to sustainability for businesses. The information in the guide, coupled with the carefully selected resources also included, should serve to give you a basic appreciation of the key issues and sufficient information to allow you to begin to identify opportunities and pursue sustainability within your own organisation. As you progress, you will undoubtedly want to research further, consider each theme in greater depth and identify sources of advice, guidance and expertise to help you.

The Hampshire & Isle of Wight Sustainable Business Partnership (SBP) exists to encourage and support all businesses, but predominantly SMEs, to adopt sustainable business practices. Publicly funded through various partner organisations, the SBP is a genuine partnership of local and national support organisations on which it can draw for expertise in almost any sustainability-related matter, and offers ongoing support at a level appropriate to your business's needs at every stage. Details of these organisations and the services that they offer can be found on p.28. Supplementary to the various national support organisations with which it works closely, the SBP is able to offer all businesses the benefit of a local presence and personal, impartial and confidential advice.

The SBP's services are entirely free to businesses. The Partnership supports businesses through a variety of means, including:

- **Sustainable Business Network** - Ongoing support through regular meetings and events between businesses with a common interest in developing their sustainable credentials. Quarterly Network meetings consider a different sustainability-related theme (Water, Energy, Procurement...) through a combination of presentations from expert speakers, case studies and practical workshop sessions, plus the opportunity to Network with like-minded businesses. With an emphasis on business-to-business learning organisations already established within the field are able to in turn support those newer to the agenda.
- **E-mag** - A quarterly electronic publication capturing key sector news, developments, legislation updates, events and training listings, with links to relevant sources and organisations.
- **One-to-one support** - Responding individually to enquiries on any sustainable business-related matter, and making the links between businesses and the relevant support organisation.
- **Free energy audits<sup>9</sup>** - For businesses with an energy spend of £20,000-£50,000, professional environmental audits from an accredited assessor with ongoing follow-up support and assistance.
- **Training** - In partnership with key support organisations, various training programmes focusing on either specific sectors or sustainability themes, including utilities management and practical workshops.

The Sustainable Business Partnership also organises the Hampshire & Isle of Wight Sustainable Business Awards, a celebration of excellence in sustainability amongst all local businesses and an opportunity to capture and share examples of best practice for the benefit of the local business community.



## Support and Advice – Partner Organisations

The following pages list the various support organisations involved with the Hampshire & Isle of Wight Sustainable Business Partnership. They include both the public and private sectors, and between them offer a vast array of support, advice and services relating to sustainability in business. Some of these services are charged for, many others are offered entirely free. Contact the SBP if you would like further details on the kinds of support that any of these organisations are able to offer.

### Blake Laphorn Tarlo Lyons

Blake Laphorn Tarlo Lyons  
Kings Court, 21 Brunswick Place,  
Southampton SO15 2AQ

Blake Laphorn Tarlo Lyons is the south east's premier full service law firm. BLTL provides practical and quality expertise. BLTL work with the Sustainable Business Network to help keep businesses up-to-date on environmental law and legislation which may affect them.



**Tel:** 02380 631823  
**Email:** [info@blaw.co.uk](mailto:info@blaw.co.uk)  
**Website:** [www.blaw.co.uk](http://www.blaw.co.uk)

### Business in the Community

Business in the Community  
137 Shepherdess Walk  
London N1 7RQ

positive impact on society. BITC inspires, engages, supports and challenges companies to continually improve the impact they have on society and the environment.



**Tel:** 0870 600 2482  
**Email:** [information@bitc.org.uk](mailto:information@bitc.org.uk)  
**Website:** [www.bitc.org.uk](http://www.bitc.org.uk)

#### Resources include:

- Leadership training
- Reporting and benchmarking tools
- Employee volunteering information
- Case studies

Business in the Community is a unique movement of over 700 of the UK's top companies committed to improving their

### Business Link

Business Link Hampshire & Isle of Wight  
Wates House, Wallington Hill  
Fareham, Hampshire PO16 7BJ

Business Link provides the information, support and advice you need to start, maintain and grow a business. It provides information and advice to help customers make the most of their opportunities.



**Tel:** 0845 600 9 006  
**Email:** [info@businesslinkhampshireiow.co.uk](mailto:info@businesslinkhampshireiow.co.uk)  
**Website:** [www.businesslink.gov.uk](http://www.businesslink.gov.uk)

- Local events, seminars and workshops
- Information and advice
- Peer Group Learning



## Carbon Footprint



Carbon Footprint Ltd  
Worthing House, Church Lane,  
Basingstoke, Hampshire RG23 8PX

**Tel:** 01256 345 645  
**Email:** [info@carbonfootprint.com](mailto:info@carbonfootprint.com)  
**Website:** [www.carbonfootprint.com](http://www.carbonfootprint.com)

Carbon Footprint's business service can help your company to manage and reduce its carbon footprint and help to promote your business as being environmentally responsible.

- Calculate and off-set your company's carbon footprint
- Reduce your energy and water consumption
- Carbon Footprint brand endorsement

## Carbon Trust



The Carbon Trust  
8th Floor, 3 Clement's Inn  
London WC2A 2AZ

**Tel:** 0800 085 2005  
**Fax:** 020 7170 7020  
**E-mail:** [customercentre@carbontrust.co.uk](mailto:customercentre@carbontrust.co.uk)  
**Website:** [www.carbontrust.co.uk](http://www.carbontrust.co.uk)

The Carbon Trust helps businesses and the Public Sector to cut carbon emissions, and supports the development of low carbon technologies.

### Services Include:

- Research Grants
- Technology Acceleration
- Business Development Incubator Programme
- Carbon Management Help

## Clouds Environmental Consultancy



Clouds Environmental Consultancy Ltd,  
327 Copnor Road, Copnor,  
Portsmouth PO3 5EG

**Tel:** 023 9263 9858  
**Fax:** 023 9263 9859  
**Website:** [www.cloudsenvironmental.co.uk](http://www.cloudsenvironmental.co.uk)

Clouds is an independent consultancy specialising in energy management and environmental/quality management systems.

Its aim is to offer clients practical solutions to their energy, engineering and environmental needs and to assist them in reducing their overheads as well as improving their impact upon the Environment.

## Dove Recycling



Dove Recycling  
Drokes Farm, Titchfield Lane  
Wickham, Hampshire PO17 5HD

**Tel:** 01489 894477  
**Fax:** 01489 894579  
**Email:** [info@doverecycling.co.uk](mailto:info@doverecycling.co.uk)  
**Website:** [www.doverecycling.co.uk](http://www.doverecycling.co.uk)

Dove Recycling is a Hampshire based social enterprise providing small and medium businesses in Dorset, Hampshire, West Sussex, Surrey, Wiltshire and Berkshire with the resources needed to start a recycling program in the workplace.



## Support and Advice – Partner Organisations

### EnviroBusiness

EnviroBusiness  
Basepoint Business Centre, Metcalf  
Way, Crawley, West Sussex RH11 7XX

**Tel:** 01293 813911

**Email:** [info@envirobusiness.co.uk](mailto:info@envirobusiness.co.uk)

**Website:** [www.envirobusiness.co.uk](http://www.envirobusiness.co.uk)

EnviroBusiness strives to drive the growth and success of the environmental technologies and services sector. This is done by creating access to new business opportunities and promoting Enviro Business members to the global market.

#### Members opportunities include:

- Business Development
- Knowledge Sharing and Partnering
- Research and Development
- Supply and Procurement
- Training and Expertise



### Environment Agency

Hampshire & Isle of Wight  
Area Office, Colvedene Court,  
Colden Common, Hampshire SO21 1WP

**Tel:** 08708 506506

**Email:**

[enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

**Website:**

[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

The Environment Agency is the leading public body for protecting and improving the environment in England and Wales.

#### Business resources include:

- Essential legislation information provided through NetRegs
- Business Environmental News
- National Laboratory Service



### the Environment Centre (IEC)

The Environment Centre  
14-15 Brunswick Place  
Southampton SO15 2AQ

**Tel:** 02380 336172

**Fax:** 02380 336191

**E-mail:**

[enquiries@environmentcentre.com](mailto:enquiries@environmentcentre.com)

**Website:** [www.environmentcentre.com](http://www.environmentcentre.com)

money on your utility bills, need a Green Travel Plan, advice on renewable energy systems, environmental consultancy or just want to improve your neighbourhood, the Environment Centre can help.

#### Business Services Include:

- Consultancy
- Training
- Resource Efficiency
- Environmental Management Systems
- Southern Industry Environment Association
- Help Sheets
- Research & Reports

The Environment Centre is a one-stop shop for environmental information in Southern England. The centre provides practical support for companies, schools, community groups, public sector bodies and individuals.

Whether you are looking to save





## Environmental Project Consulting Group



Environmental Project Consulting Group  
44a Winchester Road  
Petersfield, Hampshire GU32 3PG

**Tel:** 01730 231019  
**Fax:** 01730 231021  
**Email:** [ra@epcg.co.uk](mailto:ra@epcg.co.uk)  
**Website:** [www.epcg.co.uk](http://www.epcg.co.uk)

EPCG is a specialist consultancy providing information and assistance for ecological surveys, master planning, project management and expert witness services. Resources include documentation to accompany planning applications covering ecology, landscape, hydrology, trees and soils, undertaking surveys and assessments to a high standard. EPCG also offer management advice and plans for nature conservation and amenity land use.

## Envirowise



**Telephone Helpline:**  
0800585794

**Website:** [www.envirowise.gov.uk](http://www.envirowise.gov.uk)

To submit an enquiry by e-mail, please fill in the enquiry form on the website.

Envirowise delivers a valuable government-funded programme of free, confidential advice to UK businesses. This assistance enables companies to increase profitability and reduce environmental impact.

### Services Include:

- A dedicated, free helpline
- On-site visits delivered by a nationwide team of expert advisors
- Information resources from case studies to best practice guides
- Over 200 events a year, from intimate seminars to major exhibitions
- An informative website

## Groundwork Solent



Groundwork Solent  
4 Portland Buildings, Stoke Road,  
Gosport, Hampshire PO12 1JH

**Tel:** 02392 617020  
**Fax:** 02392 420418  
**Email:** [Gosport@groundwork.org.uk](mailto:Gosport@groundwork.org.uk)  
**Website:** [www.groundwork.org.uk](http://www.groundwork.org.uk)

Groundwork supports communities in need, working with partners to help improve the quality of people's lives, places where they live, work and play. Each Groundwork Trust is a partnership of the public, private and voluntary sectors with its own board of trustees.

- Partnership working
- Employee Volunteering
- Corporate Sponsorship



## Support and Advice – Partner Organisations

### National Industrial Symbiosis Programme (NISP)



NISP  
Unit F7, The Arch,  
48-52 Floodgate Street  
Birmingham B5 5SL

**Tel:** 0121 766 4560  
**Fax:** 0121 772 3781  
**Email:** [info@nisp.org.uk](mailto:info@nisp.org.uk)  
**Website:** [www.nisp.org.uk](http://www.nisp.org.uk)

NISP is a free business opportunity programme that delivers bottom line, environmental and social benefits and is the first industrial symbiosis initiative in the world to be launched on a national scale. Operating at the forefront of industrial symbiosis thinking and practice, the programme helps companies take a fresh look at their resources.

### Olive Consultancy



The Olive Consultancy  
University of Southampton Science Park  
2 Venture Road, Chilworth  
Southampton SO16 7NP

**Tel:** 02380 111440  
**Fax:** 02380 111441  
**Email:** [info@consultolive.com](mailto:info@consultolive.com)  
**Website:** [www.consultolive.com](http://www.consultolive.com)

The Olive Consultancy is an environmental consultancy which combines environmental expertise, quality management and commercial insight to develop effect business solutions for a more sustainable future.

#### Services include:

- ISO standards
- Environmental brand and marketing
- Aerospace Resource Efficiency Clubs
- Training Courses

### Scott Wilson



Scott Wilson  
Scott House, Basing View  
Basingstoke, Hampshire RG21 4JG

**Tel:** 01256 310200  
**Fax:** 01256 310201  
**Email:** [info@scottwilson.com](mailto:info@scottwilson.com)  
**Website:** [www.scottwilson.com](http://www.scottwilson.com)

Scott Wilson Group plc is an international consultancy group providing leading, sustainable, integrated solutions to meet the planning, engineering, management and environmental needs of four principal market sectors: transportation, property, environment and natural resources.



**The South East  
Centre of the  
Built  
Environment  
(SECBE)**



SECBE Limited  
London Road, Reading  
Berkshire RG1 5AQ

**Tel:** 0118 920 7200  
**Fax:** 0118 933 8798  
**Email:** [info@secbe.org.uk](mailto:info@secbe.org.uk)  
**Website:** [www.secbe.org.uk](http://www.secbe.org.uk)

The South East Centre of the Built Environment is a key strategic consortium that exists to inform policy and drive business-to-business learning and networking. SECBE's mission is to improve the business performance of the built environment sector to deliver worldclass facilities and infrastructure to its customers and end users.

**WRAP  
(Waste & Resources  
Action Programme)**



WRAP  
The Old Academy, 21 Horse Fair  
Banbury OX16 0AH

**Tel:** 0808 100 2040  
**Email:** [info@wrap.org.uk](mailto:info@wrap.org.uk)  
**Website:** [www.wrap.org.uk](http://www.wrap.org.uk)

WRAP works in partnership to encourage and enable businesses and consumers to be more efficient in their use of materials and recycle more things more often. This helps to minimise landfill, reduce carbon emissions and improve our environment. WRAP offers a number of services to businesses in the recycling sector. This support is tailored to the needs of the individual business and covers several key areas: expertise, management, innovation and investment.



## Glossary

**Biodegradable** - Capable of being broken down by live organisms into humus material which can be easily assimilated into the environment without having any significant negative impact.

**Biodiversity** - The variety of different species, the genetic variability of each species, and the variety of ecosystems that they form.

**Biofuel** - Renewable energy source, fuel consisting of or drawn from biomass - recently living material, i.e. wood, ethanol.

**BS 8555** - UK Standard, structured EMS approach achieved through six separate stages, applicable to all businesses irrespective of size or industry sector (see EMS).

**Carbon Dioxide (CO<sub>2</sub>)** - Important greenhouse gas, major contributor to global warming. Produced both as part of natural processes and through the human consumption of fossil fuels.

**Carbon Footprint** - Measure of the impacts of a product or process in terms of amounts of carbon produced, typically calculated using a carbon calculator and expressed in terms of tonnages (per year as appropriate).

**Climate Change** - The change in the climate over a given period of time. Now commonly divided into two sub-fields: natural climate change and man-made climate change (accepted by the majority of the scientific community but not universally).

**Duty of Care** - A legal obligation that you and your business operate in a responsible manner in the course

of any activity which may prove harmful to others. For the purposes of this resource pack Duty of Care refers to the disposal of waste and compliance with environmental legislation.

**Eco-efficiency** - The delivery of competitively - priced goods and services that satisfy human needs and bring quality of life, while progressively reducing ecological impacts and resource intensity throughout the life cycle, to a level at least in line with the Earth's estimated carrying capacity.

**Eco-innovation** - Usually technology-related, development of products and processes to contribute to sustainable development.

**Ecological Footprint** - The consumption of resources to achieve a given product or service, often measured in hectares, allowing consistent comparison of impacts.

**EMS (Environmental Management System)** - Structured management system for an organisation which identifies and addresses environmental impacts of the business and formalises practices for dealing with them.

**Energy Conservation** - Reductions in energy consumption through behavioural changes and reductions in need.

**Energy Efficiency** - Reductions in energy consumption through improved processes or technological innovation.

**FSC** - Forest Stewardship Council. International certification authority promoting responsible use of the world's forests, enabling purchasers to trace materials through supply chain to ensure that they are drawn from sustainable sources.



**Greenhouse Effect** - Natural phenomenon contributing to global warming; the trapping of heat by certain gases in the Ozone layer, preventing it from escaping into space.

**Grey Water** - Waste water usually generated through domestic or non-industrial processes and suitable for use in many further applications, such as irrigation, with little or no treatment.

**ISO 14001** - Internationally recognised, audited and certified standard for environmental management (see EMS).

**Kyoto Protocol** - International agreement to reduce greenhouse gas emissions.

**Lean Manufacturing** - Production process focused on maximising efficiency through reductions in waste at every stage, including use of energy and materials, production and waiting time etc.

**Renewable Energy** - Energy from sources which are replenishable, as opposed to those drawn from rapidly depleting sources such as fossil fuels. Examples of renewable energies include solar, wind, water / tidal and Biofuels, all commonly producing fewer harmful emissions and greenhouse gases.

**RoHS** - Legislation: Restriction of Hazardous Substances directive, closely linked to WEEE, restricts the use of certain hazardous materials in the production of electrical equipment.

**Sustainable Building** - Construction meeting sustainability requirements both in the design and build process and in its ongoing life, incorporating recycled

and renewable materials, energy-efficiency measures, use of alternative energy sources etc.

**Sustainable Business** - A business which takes action on its environmental, economic and social impacts as part of its operation.

**Sustainable Development (SD)** - "Development that meets the needs of the present without compromising the ability of future generations to meet their own needs." SD takes into consideration three equal components: a vibrant economy, our social well-being and the health of our environment.

**Travel Plan** - (Often 'Green Travel Plan') A series of procedures and measures put in place by an organisation to encourage use of alternative means of transport to work and as part of the business day, reducing environmental impacts and associated costs.

**Triple Bottom Line** - A way of measuring and reporting the full impacts of a business's operation, taking into account environmental and social as well as financial performance.

**Waste Transfer Note** - A document which must accompany any transfer of commercial waste, demonstrating that it is being treated in accordance with the law.

**WEEE Directive** - Legislation: Waste Electrical and Electronic Goods; recent legislation governing the impacts of electrical items through their lifetimes and significantly at point of disposal, placing responsibility largely with producers of goods.



## Further Information

The Hampshire & Isle of Wight Sustainable Business Partnership exists to encourage and support all businesses to adopt sustainable business practices. For further information on anything in this pack or on any other sustainability-related matter, please contact the SBP on:

**T: 01962 845591**

**E: [sustainable.business.partnership@hants.gov.uk](mailto:sustainable.business.partnership@hants.gov.uk)**

**W: [www.egeneration.co.uk/hants](http://www.egeneration.co.uk/hants)**

Every effort has been made to develop and produce this pack in the most sustainable manner possible.

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