



Phoenix Community Care Ltd Policy & Procedure

Environmental Policy

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Introduction

Phoenix Community Care (PCC) acknowledges the influence that our daily working lives and activities have on the environment. We are committed to the continual improvement of the way its business impacts on the environment and by its policies and actions shall inspire the confidence of its clients, employees, suppliers and contractors.

Implementation

It will achieve this by:

- Working towards achieving BS EN ISO 14001 standards for its environmental management.
- Carrying out an environmental audit of all its activities to ensure that the environmental effects are either:
 - **Eliminated**
 - **Reduced**
 - **Isolated**
 - **Controlled**
- Ensuring that the business objectives accord with a policy of sustainability for the future.
- Fostering an understanding of environmental issues arising from its business activities amongst its clients, employees, suppliers and contractors or any other persons with whom it interacts.
- It will encourage the commitment and involvement of its employee's in implementing this policy in its day to day activities.
- Maintaining a healthy working environment for all its employees.
- Adopting the principles of sustainability throughout – that its practices meet the needs of the present without compromising the abilities of future generations to meet their own needs.

Process

The introduction and implementation of an environmental policy delivers for a company a range of rewards that go beyond the immediate virtues that accrue from a “green” image. These include the ability to increase market share, reduce costs, attract new venture capital and retain highly trained staff in a motivated environment.

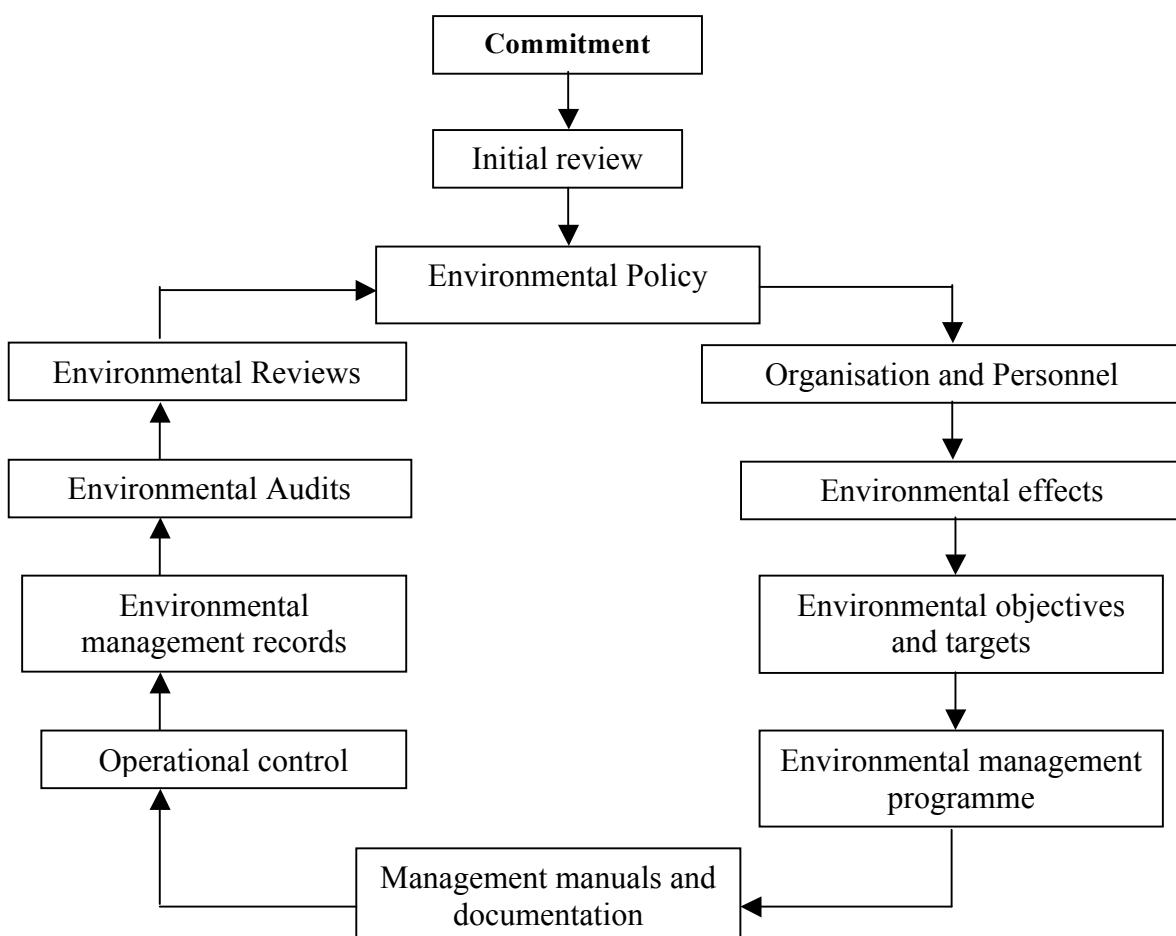
The “green badge of approval” is the achievement of **BS EN ISO 14001** providing an account of all management procedures necessary for a company to ensure sound environmental performance.

However even without this final achievement, a company can have an environmental policy that demonstrates its commitment to the principles enshrined in the standard.

Fundamental to an environmental policy is the commitment of management and employee's to improve environmental performance.

Within the policy it is vital for the organisational responsibilities to be defined together with a process for being able to evaluate and assess the environmental effects of the targets and objectives set in the policy.

It is therefore necessary to develop a review and audit process as defined below:



It will be seen therefore that an environmental policy is more than just a set of words – to be meaningful and be supported by establishing and maintaining a review and audit process.

However, that process should not be complicated or time consuming and should be viewed as good business practice when the benefits are discernible such as cost reductions.

Therefore, the first step is to obtain commitment from management to set a goal for the company. PCC's goal is to "**be a company concerned for the community and the environment.**"

The overarching principle for an environmental policy is the adoption of the principles of sustainability which means operating in a framework that meets the needs of the present without compromising the abilities of future generations to satisfy their own needs.

The next step is to identify the person in the company responsible for the policy – The person responsible within PCC is – **Gareth Hawkes.**

It is important that Gareth has sufficient influence in the company to ensure that policy issues are taken seriously and acted upon both initially and if they arise after implementation.

The next step is to devise a strategy for which carrying out an initial review or audit will be the first stage.

This will require identifying areas in which the company operates including the use of labour, materials, energy usage and overheads.

Strategy and Interim Action Plan

1. Carrying out an audit by Gareth Hawkes and implementing its results as soon as practicable.
2. Examining work carried out for clients to ensure that every aspect accords with environmental sustainability and good practice

In the meantime, the following issues to be examined with a view to interim implementation:

Operational impact

All operational staff to be fully trained in areas prescribed under Health and Safety at Work Act 1974 including

Control of Substances Hazardous to Health regulations

Operational staff are aware of their responsibilities under the legislation and a system is established to carry out random inspections of sites to secure compliance.

Ensure operational staff are fully aware of energy efficiency measures that can be taken on sites they visit and can advise customers accordingly.

Examples may be turning down thermostats by one or two degrees or shortening times of boiler operation.

Provide operational staff with both Government Free-phone number for the Energy Efficiency Commission and the free leaflets to issue to customers that provide an outline of energy efficiency measures and grants that available for saving energy such as loft insulation, cavity wall insulation, draft proofing and double glazing.

Ensure operational staff comply with transport energy saving measures.

Transport

Examining current transport usage with a view to providing the most fuel-efficient vehicles. Possibly moving towards the use of LPG / electric vehicles.

Ensure operational staff route their day with the aim of saving fuel by using shortest possible practical routes considering traffic flows and areas of heavy congestion.

Material usage and disposal

Introduce a “Buy Recycled” policy and ensure that all purchases are examined with a view to identifying recycled options. All paper used should be recycled.

Ensure the use of safe material rather than cheapest option such as using lead free solder.

Ensure that waste materials from sites such as metal are disposed of in appropriately licensed waste management facilities.

Paper saving / recycling

Separate bins for waste paper to be collected for recycling.

Copies to be double sided wherever practicable – replace photocopiers which do not double side copy.

Margins on documents to be maximised and spacing reduced.

Drafts to be circulated electronically (email) before printing.

Correspondence to be by email wherever possible and stored electronically and not on hard copy.

Energy saving

Replace all existing light fittings with energy efficient units.

All lights to be extinguished when rooms left empty.

Time switches to be introduced where appropriate to control heating, lighting and air conditioning.

Other areas

Eliminating use of disposals such as paper/plastic cups by using china or other, permanent material cups.

Identifying current waste products from business and recycling or replacing as appropriate such as glass bottles, plastic containers.

Identifying areas which can be reduced such as magazine purchase.

Results

The results of the interim measures and the audit to be published for employees, suppliers, contractors and clients to see on a regular basis and initially on a three monthly cycle.

The aim of this process is to ensure staff understand and support the issues, that sound relationships are established based on mutual respect with suppliers and contractors and that clients are aware of the environmental awareness and credibility of the business.

This strategy is by no means inclusive and there may well be other areas in which the company can be environmentally more pro-active.

The company may wish to consider using a professional auditor experienced in environmental issues who can carry out an audit very efficiently and effectively. However with some training, this function can be carried out in house.

Following this the policy can be finalised and a draft document may be very simple but all encompassing in terms of its objectives. A policy for Phoenix Community Care Ltd may cover the items in the draft policy on the final page of this document.

When the Environmental Policy has been formulated, it will then be necessary to ensure that a process is put in place for implementation.

A database can be set up of all the information gleaned from the environmental audit together with steps that are necessary to achieve the objective of overall environmental sustainability with target dates set for their achievement.

Where necessary, manuals and/or documentation need to be produced to ensure compliance with the policy such as in purchasing procedures.

It will be necessary for the policy to be controlled operationally and must be the ultimate responsibility of “the champion” who may delegate control on a day to day basis whilst ensuring that s/he is given feedback on a regular basis on compliance.

Day to day control may rest with the people responsible for the respective areas such as energy saving which may be with the person responsible for facilities or buying of suitable products with the person responsible for purchasing.

Remedial action should then be taken quickly if breaches are found in the operation of the policy.

The process must also include provision for reviews on a regular basis the frequency of which is dictated by the type of business. In the case for Clean A Services, an annual review should be sufficient with a full audit every two years.

At that time, it may be appropriate to revise the Environmental Policy in line with changes either in the business or externally.