

## **ENVIRONMENTAL POLICY**

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## Statement of Environmental Policy

The Insolvency Service accepts its responsibilities towards the environment and will take environmental considerations into account in decision making throughout the organisation. The Service is committed to minimising any adverse impact on the environment arising from its policies and working practices.

The overall objectives of the Insolvency Service towards the environment are:

- to conserve energy and other scarce or non-renewable resources, including timber and non-renewable fuels;
- to minimise emissions from those buildings for which the Service has responsibility or influence, including greenhouse gases, chlorofluorocarbons, and other gases detrimental to the environment;
- to reduce the amount of waste generated;
- to follow methods of disposal that reduce the impact on the environment.

Specifically The Insolvency Service will:

- pursue a green transport plan that will lead to a reduction in vehicle emissions;
- maximise the efficient use of energy;
- work with our contractors and suppliers to achieve standards, both in purchasing and disposal, which minimise environmental impact;
- promote recycling and the use of recycled materials and sustainable resources;
- promote awareness of environmental issues, targets, and progress towards them;
- comment on performance towards these objectives in the Service's annual report.

Responsibility for implementing the policy rests with accommodation officers, facilities managers, purchasing and contracts staff, heads of management units, and individual members of staff.

## 2.1 Travel to work

### 1. Government policy

The Government's White Paper on transport was published in 1998. This accepted that transport improvements have enriched our lives, and that we need an efficient transport system to support the economy and for our private lives. Cars in particular have revolutionised the way we live, bringing great flexibility and widening horizons.

But the White Paper went on to say that the way we are using our cars has a detrimental effect, including for health and the environment. Vehicle emissions are adding to the air pollution that is damaging health, and contributing to changes in our climate.

It went on to make a series of proposals, which included more expenditure on public transport. It also required Government departments to have green transport plans for all key buildings.

### 2. Flexible working

For this and other reasons The Insolvency Service is investigating measures to promote more flexible ways of working. These include more home working, which will reduce the number of journeys spent travelling to work.

### 3. Location of offices

The offices of The Insolvency Service tend to be located near public transport facilities. There are a number of criteria for the selection of suitable properties, and proximity to public transport is one of these. It is not always possible to meet all our criteria, not least when the choice of available accommodation is limited. The location of our offices should however usually allow staff to travel to work on public transport.

### 4. Travel by rail

The Insolvency Service (through DTI) offers staff interest free loans for the purchase of season tickets.

### 5. Travel by car

#### Car parking

When commercial properties are advertised to let, the particulars usually include a number of on-site parking spaces. There is often little scope for influencing this number. In general we do not attempt to acquire additional spaces, as this can compromise negotiation of the rental and lease terms covering a range of matters. It would also cost more money. In cases where additional spaces are wanted and are available on- or off-site, a case needs to be made to the appropriate Regional Manager.

The position at the larger offices is as follows:

21 Bloomsbury Street

475 staff

5 car parking spaces

Ladywood House

200 staff  
30 car parking spaces

Manchester

55 staff  
4 car parking spaces.

The number of car parking spaces is therefore likely to be limited. Of these, some need to be made available for visitors and the disabled. In allocating any other spaces, local management are likely to give priority to requests made for work related reasons and to car sharers.

## 6. Travel by bike

(a) Interest free advances are available for the purchase of bicycles, repayable over 12 months.

### (b) Facilities for cyclists

As lessee of all of its properties, the provision of facilities is a matter not just for the agency, but also for landlords and in many cases for other tenants.

#### Cycle parking

Dedicated facilities for parking bicycles, whether in a garage, a cycle shed or elsewhere, are available at a number of offices.

#### Showers

Shower facilities are available at a number of offices including London, Manchester, Newcastle, Cardiff and Leeds, and are under consideration at Birmingham, Hull and other locations.

### (c) COG

The Insolvency Service Cycle Opportunities Group (COG), which is encouraged by management, has a section on The Insolvency Service's intranet site. This covers numerous subjects of interest to both existing and potential cyclists, including the benefits of cycling for health and fitness.

## 2.2 Travel for work purposes

### 1. Reasons for travel

There are a multitude of reasons why staff need to travel for work purposes. These include

visits to companies during investigations  
attendance in courts  
visits to other offices.

### 2. Modes of travel

Both courts and Official Receivers' offices tend to be located near public transport facilities. A proportion of such journeys can therefore be made by public transport, particularly by rail or tube.

On the other hand public transport can be limited away from urban areas, and travel by car can be more efficient.

In addition operational staff are frequently required to carry significant amounts of books and papers, for which a car can prove more convenient. Taxis can also be used for these reasons.

The Insolvency Service does not own any official vehicles.

### 3. Video links

Video links can eliminate the need for journeys to be undertaken. At present a limited number of Official Receiver offices have videoconferencing facilities - these include London, Birmingham, Edinburgh, and Manchester.

In addition, there is the potential for video links between courts and the offices of Official Receivers. An application has been made for financial assistance under the Invest to Save programme for a pilot scheme involving an OR office and one or more courts in its area.

### 4. Motor mileage rate

The level of the motor mileage rate can be considered as a lever to discourage 'marginal' use of private cars. It might for example be felt that the rate does not always need to be increased in line with inflation or other cost indicators.

### 5. Review

If it was felt a review would throw further light on factors such as the reasons for travel for work purposes, and the extent of it, this could be undertaken.

## 2.3 Property and physical assets

### 1. Climate change

The agency will need to be alert to changes in climate, and the possible implications for its property portfolio. In particular the risk of flooding seems to be increasing.

All of the Service's properties are now leased, rather than owned outright. The length of leases can be the result of a number of factors. Other factors being equal however it has been the policy for some years to reduce exposure to risk by avoiding longer leases.

The location of a building within an area should also be considered. The Environment Agency has recently set up a website, 'Floodline', which is currently being developed. It is likely to become a useful source of information and guidance on this subject.

### 2. Reduction of emissions from buildings

A number of gases have been identified over the last few years as detrimental to the environment. These include

greenhouse gases, such as carbon monoxide, carbon dioxide, and nitrous oxide. Each of these can be by-products from heating boilers;

chlorofluorocarbons (CFCs), which can be a by-product from chillers and air conditioning units.

The agency should aim to reduce the emission of such gases from its buildings. The scope for doing so will vary, depending on the extent of responsibility or influence over a building's management. For the majority of buildings on the estate, the primary responsibility rests with landlords. In other cases, such as 21 Bloomsbury Street, the scope is greater.

Proper maintenance regimes for equipment such as boilers and chillers will reduce the likelihood of leaks from such equipment.

### 3. Energy efficiency and water conservation

#### (a) General

The efficient use of energy will not only reduce costs for the agency, but will also contribute to the conservation of scarce or non-renewable resources. There are a number of general ways that can help contribute to the achievement of these ends.

#### 1. Property management commission - incentives

The agency contracts with specialists in the management of property to assist in the management of its estate. This contract is being re-tendered. It is proposed that the new contract will include incentives for the contractor to help achieve savings in areas such as energy consumption. Part of the savings will accrue to the contractor, and part to the agency. **ACTION - PSP**

#### 2. Energy audits

Energy audits can identify the areas that require the consumption of energy, the costs involved, and the areas where savings could be achieved. An audit was undertaken recently by our property consultants (King Sturge/Johnathan Hart Associates) covering 21 Bloomsbury Street, and the recommendations are being considered. Additional audits could be undertaken in future, including perhaps at Ladywood House.

**ACTION** - PSP to consider undertaking further energy audits.

### 3. Time and temperature settings

The settings at which building plant (eg for heating, air conditioning) operates should be subject to periodic review.

#### (b) Specific areas

##### 1. Lighting

Those attending them should switch off lights in meeting and interview rooms after use. **ACTION** - All staff. Apart from this, security guards, in London, Birmingham, and elsewhere are asked to switch off lights in unoccupied rooms.

Further areas for the introduction of automatic lighting controls, such as presence at light detectors, are considered in new locations.

Existing fluorescents can be replaced with more energy efficient equivalents, as necessary. **ACTION** - PSP

The installation of photocells for daylight control of perimeter and upper atrium areas can be investigated. **ACTION** - PSP

##### 2. Ventilation and air conditioning

Buildings that use air conditioning can consume substantially more energy than those that are either naturally or mechanically ventilated. The general preference should therefore be for one of the latter options.

Measures that reduce thermal gain (eg blinds) also reduce the requirement for air conditioning.

##### 3. Water

Measures such as 'Hippo' bags in toilet cisterns can be exploited to reduce the volume of water used per flush

Flush controllers on urinals can control the frequency and timing of flushes. These can incorporate infrared presence detectors, so that urinals are not flushed when a building is not occupied, eg at weekends.

Measures to reduce the flow rate of taps can be considered eg by using spray fittings rather than normal taps or by using flow restrictors. **ACTION** - PSP.

The possibility of exploiting solar heating for water at Bloomsbury Street is being considered. **ACTION** - PSP.

#### 4. Computers

ITD/CUST should advise on the extent to which computers in the agency utilise power management systems, and the extent to which energy efficiency can be improved (eg through the introduction of monitors with flat screens). **ACTION** - ITD.

#### 5. Other office machinery

##### Copiers

Under the present arrangements, Xerox supplies the principal copiers in each office, and all of these incorporate a power management facility. However stand-by power consumption is still significant and machines should be switched off at night. **ACTION** - All staff.

Desktop copiers supplied by Sharp do not, and they should therefore be switched off when not in use. **ACTION** - All staff.

##### Printers

Some of the printers supplied for the Service (eg Lexmark, Kyocera) incorporate a power management facility. Some do not (eg Hewlett Packard), and should therefore be switched off at night. **ACTION** - All staff. We understand that it is CUST's intention over time to replace those printers which do not have a power management mode. **ACTION** - ITD.

##### Fax machines

All machines from current suppliers (Ricoh, Brother, Mufax) incorporate a power management facility

#### 6. Comms/IT rooms - computers/servers

Consider reviewing the case for providing air conditioning to comms rooms. **ACTION** - ITD.

Investigate the scope for switching off or power management of servers, at least during silent hours. **ACTION** - ITD.

## 2.4 Procurement

Procurement decisions can be made so as to promote goods and services that are environmentally friendly as against those that are less so. Such decisions made by The Insolvency Service as a whole can be significant both in expenditure and scale. The effect on suppliers and the environment should be viewed in this light.

A significant proportion of the Service's procurement is undertaken in Property Services and Procurement (PSP). There are in addition devolved purchasing units and budgets, eg ORs, ITD, Secretariat, and HR.

A key vehicle for influencing suppliers is through the specification.

In addition to environmental factors, procurement decisions should also always take into account both value for money and fitness for purpose.

The following instances illustrate areas where procurement decisions can be made in favour of environmentally friendly goods and services.

### (a) Contracts and contractor management

#### Office cleaning

Environmentally friendly cleaning materials have been specified in all cleaning contracts in recent years,

eg products should be fully biodegradable, there should be no chlorine bleaches, and no products containing chlorofluorocarbons (CFCs).

#### Plants

Plant compost that is peat based should not be used.

### (b) Purchasing

The choice of materials in supplies can be environmentally friendly, for example recycled materials, and avoid substances that are detrimental to the environment.

#### Paper

There are a number of ways in which the consumption of paper can be eliminated altogether, eg the use of email, the intranet, electronic procurement and other forms of e-commerce. **ACTION** - All staff to consider their use of paper.

When paper is required, recycled paper can be specified rather than 'virgin' or 'primary' - subject to considerations of value for money and fitness for purpose. If virgin/primary is required, specifications can insist that it is supplied from sustainable sources.

Publications and other printed matter can be printed on recycled paper. This already applies with the Service's Annual Report and Accounts. **ACTION** - All staff concerned with publications and printed matter to consider.

Currently the main paper supplier to the Service is Papyrus, whose paper is supplied from sustainable sources. PSP will however

Government departments, including DSS, who are doing the same. It is therefore possible that there may be a change of supplier at some point.

#### Furniture

Woods and boards used should be supplied from sustainable sources, rather than non-sustainable sources, such as tropical hard woods.

Such a requirement has not previously been included in Insolvency Service specifications. **ACTION** - PSP.

#### Air conditioning units

##### Fridges

Refrigerants should be non-ozone depleting, eg hydrocarbons.

#### Cleaning products

See under office cleaning (above).

#### Stationery

Items such as correction fluid and marker pens should be free of ozone depleting solvents. **ACTION** - All staff to consider selection of environmentally friendly stationery items, where available, and subject to considerations of value for money.

#### Toner cartridges

Recycled toner cartridges for printers and faxes are available (eg from Supplies Team) and have been tested to the satisfaction of MoD and DETR.

However under the Unitas contract branded originals, rather than recycled or remanufactured lines, are required for printers maintained by their contractor, Sequent Computer Systems. It is understood the printer warranty would be invalidated if such items are not used. **ACTION** - ITD to advise on the possibility of using recycled or remanufactured toner cartridges for printers under the Unitas contract.

## 2.5 Waste management and recycling

The agency aims to minimise any adverse impact on the environment from its policies and working practices. To that end it will plan to reduce the amount of waste it generates, and pursue methods of disposal in line with this objective. These will include recycling, in contrast for example to collection and incineration.

### 1. Cost of waste

Rubbish is not free of costs. It is, for example, collected from rooms and work areas under cleaning contracts, and subsequently collected from buildings under arrangements with local authorities. Where possible, it can be informative to estimate such costs for the most common categories of waste on a per person per annum basis. One way of calculating such costs is to identify the number of bins collected per annum, and the local authority charges to collect them. **ACTION** - PSP.

### 2. Waste audit

An audit of waste can identify the types and quantities of waste generated. As an organisation concerned with office work, it might be felt that Insolvency Service buildings fit into a certain category, and the types of waste can already be assumed. There would also be costs associated with undertaking an audit. On the other hand, undertaking an audit could give confidence to any assessments of the waste generated by the Service. **ACTION** - PSP to consider further.

### 3. More efficient use of resources

Some measures can be taken to use resources more efficiently

eg copying and printing can be done double- rather than single-sided. **ACTION** - All staff to consider.

### 4. Re-use of resources

eg IT equipment can be donated to schools (although disposal would always need to be arranged through ITD/CUST);

scrap paper can be used for notes.

### 5. Recycling

The following list shows a number of items that can be considered for recycling. A tick (✓) against an item shows that recycling is taking place at Bloomsbury Street or Ladywood House, as indicated.

<u>Item</u>	<u>21 Bl</u>	<u>B'ham</u>	<u>Comments</u>
Paper	✓	✓	<p>A green bin scheme operates for white paper only (ie excluding items such as newspapers, envelopes, and colour brochures) at Bloomsbury Street. This policy might need clarifying to contributors.</p> <p>A further offer of green bins to those who do not have their own could be made. At present they only seem to be available in some areas on a group or area basis. This must mean a proportion of staff do not always take all their recyclable white paper to the nearest green bin. In addition personal green bins can be an effective way of promoting awareness of environmental issues. The cost of additional bins will be marginal, although the cost of collection would also need to be taken into account. Recycling of non-white paper should also be considered.</p> <p>Classified waste is removed and recycled by Banner.</p> <p>The manner in which boxes and items in storage are disposed of is included in the specification for the new external storage contract.</p>
Cardboard	✓		At present the amount of cardboard disposed of at Birmingham does not make this viable, but it will be kept under review.
Glass			There are currently no glass collection facilities at offices, due to the limited amount of this material disposed of.
Cans			The introduction of 'wash and squash' schemes covering kitchen areas and tea points could be considered.
Toner cartridges	✓	✓	<p>Printer and fax toner cartridges can be recycled through both Supplies Team and Guilbert Niceday.</p> <p>Toner cartridges for copiers supplied under the contract with Xerox can be returned to them for recycling.</p>
Lighting tubes	✓		The scheme in operation at Bloomsbury Street is to be considered for Birmingham.
Batteries	✓		The arrangements at Bloomsbury Street are to be considered for Birmingham.

Other items may be suitable for recycling in particular locations.

Accommodation managers can consider liaising with landlords, other tenants, and local authorities, as appropriate, about the introduction of schemes where they have not been introduced. Local authorities or landlords can advise which items can be collected, and where from. **ACTION** - Accommodation Managers.

Accommodation officers might also need to promote awareness of which schemes are available and where disposal points are. **ACTION** - Accommodation Managers.

## 6. Disposal

fridges  
air conditioning units  
chillers

which still contain ozone-depleting gases (ie chlorofluorocarbons) as refrigerants should be disposed of carefully via local authorities.

### 3. Promotion of awareness

A campaign to promote awareness of environmental issues could be mounted. Different vehicles can be used for the various aspects, for example:

induction packs

policy statement  
recycling

intranet

policy statement  
key areas

lifts/lift foyers

energy consumption and conservation

kitchens/tea points

energy consumption and conservation  
recycling

email

surplus equipment.

The setting of targets can also help promote awareness and recycling schemes, eg for paper.

**ACTION** - PSP to initiate campaign of awareness on energy and environmental issues.

#### 4. ACTION PLAN

Energy and Environmental Awareness Campaign	PSP	Initiate campaign by June 2001, then ongoing
Energy - incentivisation of property management commission	PSP	End March 2001
Energy - audits - further audits can be considered	PSP	End May 2001
Lighting - switching off after meetings in meeting and interview rooms	All	Immediate
Lighting - replacement of existing fluorescents with energy efficient equivalents	PSP	Ongoing
Lighting - consider installation of photocells for daylight and proximity control	PSP	End May 2001
Water - consider ways to reduce the flow rate of taps	PSP	End May 2001
Water - solar heating - consider feasibility for heating water at Bloomsbury Street	PSP	End May 2001
Computers - advise on extent of power management	ITD	End May 2001
Computers - advise on prospects for monitors with energy efficient flat screens	ITD	End May 2001
Copiers - switch off copiers at night	All	Immediate
Printers - switch off printers at night	All	Immediate
Printers - replacement of printers without a power management facility	ITD	Ongoing
Comms rooms - review case for air conditioning	ITD	End May 2001
Comms rooms - investigate scope for switching off or power management of servers	ITD	End May 2001
Paper - minimise use of paper, eg by using email instead, and copying double- rather than single- sided	All	Ongoing
Publications and other printed matter - consider use of recycled paper	Secretariat	Ongoing
Furniture - inclusion in specifications of requirement for woods and boards to be supplied from sustainable sources	PSP	Ongoing
Stationery - consider selection of environmentally friendly items	All	Immediate
Toner cartridges - advise on the possibility of using recycled or remanufactured lines under the Unitas contract	ITD	End May 2001
Waste - estimate annual cost of waste disposal	PSP	End May 2001
Waste - consider desirability of undertaking waste audit(s)	PSP	End May 2001
Waste - recycling - liaison with landlords, local authorities and others on possible introduction of new recycling schemes	Accommodation Managers	End June 2001
Waste - recycling - promote awareness of existing recycling schemes and location of disposal points	Accommodation Managers	End June 2001

