



# *PHS Group*

## *Environmental Policy*

*September 2008*



# *Our Environmental Impacts*

As a responsible business and a market leader in both the workplace services and waste management sectors, PHS has been involved in environmental management for over 40 years. Our environmental commitment is evident in the products and services we provide, how we manage the delivery of these services and how we operate our own business processes.

This document is designed to demonstrate our commitment in the 3 key areas of environmental effectiveness and show how our environmental performance is incorporated as a fundamental part of our organisation:

- In the environmental benefits our products and services bring for our customers
- In how we manage the operational delivery of these services

- In how we manage our own environmental impact as a company

To receive copies of our Divisional environmental policies or obtain detailed information on our services and accreditations please visit our website [www.phs.co.uk](http://www.phs.co.uk) or contact us on 029 2080 9090.



# Our Products and Services

For many years, the PHS Group has operated services that have been developed to help our customers improve their environmental performance. Many of the specialist products and services offered by our operating Divisions have been specifically designed to be as environmentally effective as possible and thereby help our customers minimise their own environmental impacts. These services include:

## Washrooms

- Environmentally friendly water saving products including the WRAS (Water Regulations Advisory Service) approved Flushwiser®, Adapta Tap and Water Management System
- Airforce™ hand dryer - the most energy efficient dryer of its kind

## Wastemanagement

- De-Pack, Europe's only dedicated aerosol recycling plant capable of recycling 100% of the aerosol including can, contents and propellant gas
- RRM, the UK market leader in the recycling and recovery of laboratory waste and its packaging
- Recyclite, one of the UK's leading light tube recycling sites capable of recycling fluorescent, sodium and halogen lights

## Waterlogic

- Mains-fed water dispensers offering a more environmentally friendly alternative to bottled water
- Range of re-useable sports bottles
- 'Save-a-Cup' recycling service available

## ORWAK® Environmental Services

- Balers to help recycle a range of materials including paper, cardboard, metal and plastics
- Bottle crushers designed to help the hospitality industry recycle more glass

## Datashred

- Confidential waste destruction and paper recycling service
- A complete range of office recycling services including cans, cardboard, paper and IT waste

## Direct

- Complete range of environmentally conscious janitorial supplies including recycled toilet tissue, hand towels and bio cleaning products

## Laundryserv

- Leading range of WRAS (Water Regulations Advisory Service) approved washing machines

# Managing Our Operation

As both a manufacturer and a waste management company, the PHS Group is acutely aware that the delivery of our business strategy and the provision of our day-to-day products and services impacts on the environment in many ways. As such, we are committed to operating in a safe, legally compliant and environmentally aware manner.

## ***Our Environmental Policy***

Each of our operating Divisions has a formal and approved Environmental Policy, which takes into account the unique and specific environmental impacts of the services they provide. These policies form an integral part of both our internal business plans and our externally assessed commitments such as ISO 14001. Copies of these environmental policies can be obtained from the relevant Divisions.

## ***Our Licenses***

The field of waste management and environmental protection is a highly legislated and controlled area and as such any of our sites involved in waste disposal or recycling operates in full compliance with the relevant waste management, transportation and environmental permitting legislation. In order to ensure our continuing compliance each of these sites is regularly inspected by the relevant Enforcement Agency, in addition to customer audits and our own internal inspections.

## ***ISO***

The PHS Group is fully committed to strengthening our position as a leader in the field of environmental management. The Group's ISO1 4001 accreditations provide a globally recognised demonstration of this commitment and a system for continuously improving our environmental performance.

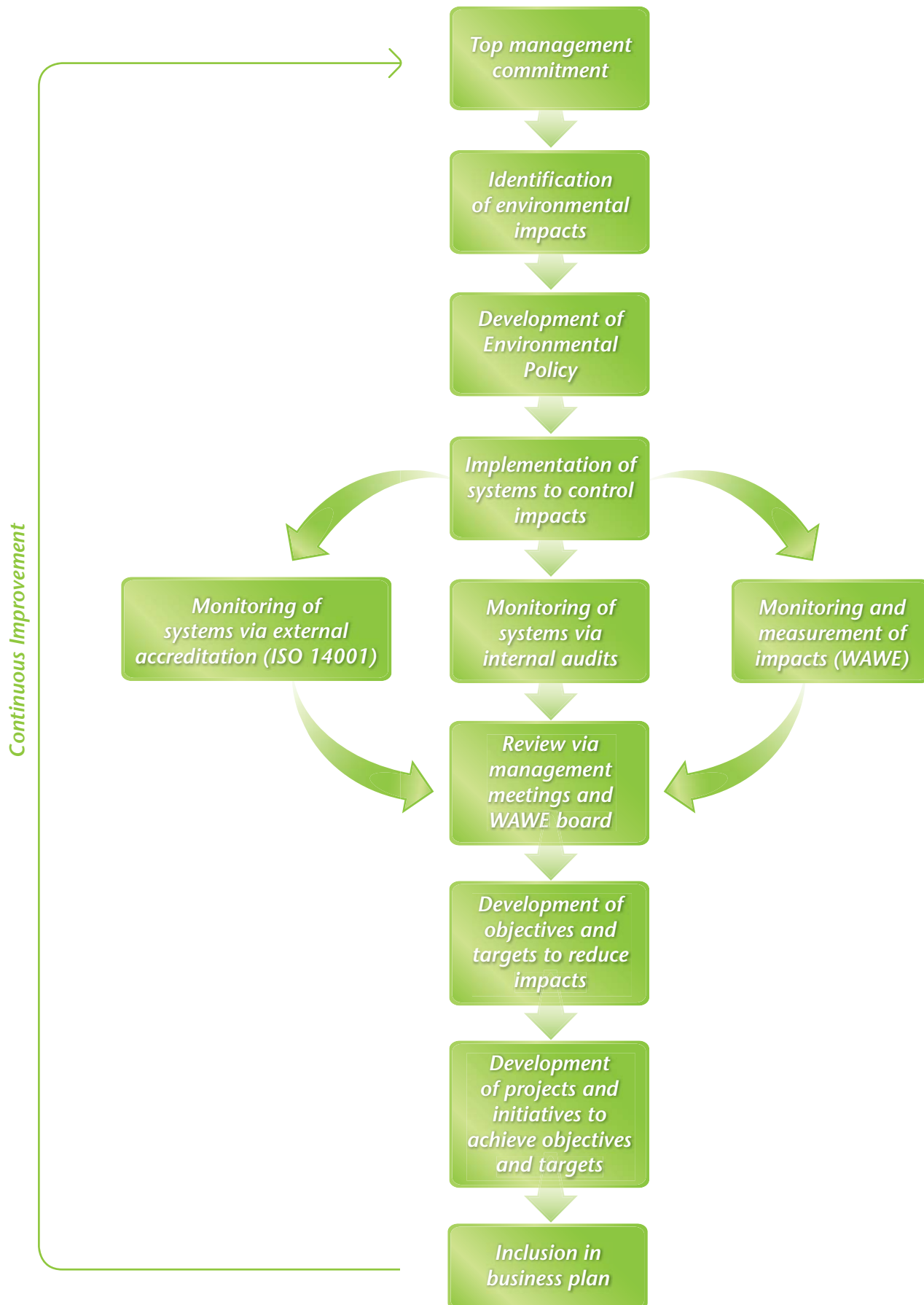
Our ISO 14001 accreditations require the Group to monitor and rate every activity that we as a business undertake according to its environmental impact. Following a detailed environmental assessment of these activities, procedures, working instructions and training are then put in place to help minimise the potential environmental impacts.

## ***SHE (Safety, Health and Environment) Department***

The SHE team is responsible for ensuring the health and safety of all employees and customers as well as any member of the general public that may come into contact with PHS, its products or services. This is achieved through the development of safe working practises, ensuring that all operations comply with the relevant waste disposal, environmental protection and Health and Safety legislation. Our SHE team will audit our operations at least once a year and as part of our duty of care, the team are also responsible for auditing and evaluating waste disposal sites and suppliers in conjunction with the relevant operating Divisions.



# Our Environmental Management Systems



# Managing Our Impact



“As with all businesses, PHS recognises that the delivery of our products and services to customers impacts the environment in many ways. As such, we aim to ensure that the environmental impact of our own activities are regularly assessed, reviewed and communicated. PHS is committed, not only to managing our own performance, but also to working with our customers and partners to minimise their impact on the environment.” *Peter Cohen, Chief Executive PHS Group*



WAVE, which stands for Water, Air, Waste and Energy, seeks to formalise the good environmental practise that has always existed within the PHS Group and encourage every member of staff to take responsibility for acting in an environmentally effective manner, both at work and at home.

At the outset of the WAVE initiative, the PHS Group made the deliberate choice not to simply focus on our carbon footprint.

As a mature yet fast growing business, it was agreed that the emphasis placed on our carbon footprint did not adequately reflect the range of measures the Group had committed to in order to monitor and minimise the environmental impact of our business operations.

In conjunction with our externally assessed commitment to the international standard ISO 14001 and the company's formal Environmental Management System, WAVE is key in enabling the PHS Group to measure, evaluate and mitigate our environmental impacts.



## **WAVE Board**

The WAVE Board, which drives the project, was formed in June 2007 and is led by the Group's Chief Executive, Peter Cohen. The team is made up of senior management members of each of our Divisions and a member of our dedicated Health, Safety and Environmental team. Each member of the WAVE Board is responsible for championing initiatives and implementing new measures within our operating Divisions.

## **Employee Involvement**

WAVE is also an integral part of the Company's internal communications programme. This communication programme is designed to ensure that our environmental commitment is fostered through every site, every employee and every service we operate on a day-to-day basis.

As a service provider, our employees are the primary asset of our business and it is therefore vital that our staff are committed to better managing our environmental performance. Each staff member plays an active and crucial role in the day-to-day management of our environmental effectiveness. The WAVE initiative is therefore a fundamental part of our induction programme, driver training and

safety updates as well as being an ongoing feature in all areas of our staff communication programme.

To help encourage staff participation, all PHS employees are encouraged to be a part of the WAVE project by contributing ideas and suggestions. Each suggestion is reviewed by the WAVE Board and actioned where it is practical and beneficial to do so.

## **Business Commitment**

No company can truly commit to minimising their environmental impact without first establishing a detailed and reliable reporting system. Only by measuring our impact can we hope to effectively implement policies and initiatives designed to improve our environmental performance.

Our WAVE reporting system is used, not only to assess and monitor our environmental impact, but also as a fundamental management tool. The reduction of our energy usage and environmental impact forms a fundamental part of every Divisional MD and Depot Manager's KPIs. As such, every manager is provided with a copy of their WAVE reports to help them accurately monitor and actively improve their environmental performance.

### **WATER**

<i>Group consumption (m<sup>3</sup>)</i>	<i>139,434</i>
<i>Group consumption per £ turnover (litres)</i>	<i>0.46</i>

### **CO<sub>2</sub>**

<i>Group production (tonnes)</i>	<i>36446</i>
<i>Group production CO<sub>2</sub> per £ turnover (Kg)</i>	<i>0.12</i>

### **WASTE**

<i>Group production (Kg)</i>	<i>698,913</i>
<i>Group production per £ turnover (Kg)</i>	<i>0.002</i>

# Water



**FACT** - 97.5% of the earth's water is saltwater. If the world's water fitted into a bucket, only one teaspoonful would be drinkable



Many of the businesses operated by the PHS Group use significant amounts of water as an integral part of the services we offer, for example both PHS Treadsmart and PHS Washrooms use water on a daily basis in our industrial washing machines. As such, water is a major environmental concern for our business and we make every effort to both use it sparingly and recycle it where possible.

## Measurement

- The water usage for every PHS Group Service Centre is measured and reported on a monthly basis
- Where meters have not been provided by the local Water Authority, we have chosen to install our own to allow us to control this resource
- Sites results are compared against each other and historical data is used to identify best demonstrated practises and improvement opportunities

## Initiatives

- All PHS Group Service Centres are fitted with water saving washrooms products including, the WRAS, Water Technology List and Water Marque approved urinal Water Management System and Flush-wiser® WC flush controller, Adapta Tap push taps and Eco-shield™ urinal sleeve unit

- For water conservation, PHS industrial washing machines used in our Washrooms, Treadsmart and Besafe Divisions re-use water throughout the day within their rinse tanks
- All of our laundries use environmentally friendly, bio-degradable detergents
- All of the PHS Greenleaf nurseries have irrigation systems which are set to evening and early morning to maximise water efficiency and offer a range of drought resistant plants

## Commitment

- All new properties we acquire will be fitted with the PHS Washrooms Water Saving Range
- All new laundry equipment we purchase will be of the highest specification to maximise water efficiency

### **DID YOU KNOW?**

The PHS Group has been working with the charity WaterAid to help support projects throughout the world since 2004.

# Air



**FACT** - CO<sub>2</sub> is now widely accepted as a major contributor to climate change, the effects of which can be felt even here in the UK and the last 10 years have seen nine of the ten warmest years since records began

Although the PHS Group is recognised as a “low carbon” company, we are in no way complacent about the amount of CO<sub>2</sub> we produce during our business operation. As a service company, the PHS Group operates a fleet of over 1700 service vehicles making fuel consumption the biggest contributor to our carbon footprint. By isolating our fuel usage and the CO<sub>2</sub> produced by the flights our staff members take, we aim to closely monitor, report and strive to reduce, the carbon dioxide production that is within our day-to-day control.

## Measurement

- Fuel consumption is measured and reported at site level
- Site results are compared against each other and historical data to identify best demonstrated practises and improvement opportunities
- Although domestic flights are discouraged, the geographic diversity of the PHS Group means that we are currently unable to ban short haul flights. However, we closely monitor this area and use recognised carbon emission statistics to include flights in our carbon footprint reporting.

## Initiatives

- The PHS Group operates a national network of strategically placed depots to ensure route optimisation and minimise miles travelled.
- The PHS Group utilises the “Greener Fleet” programme, which provides detailed fleet management information to help us actively monitor and reduce our carbon footprint.
- The commercial vehicle fleet uses modern, fuel efficient diesel engines and are replaced at regular intervals
- The PHS Group is currently installing new GPS vehicle tracking systems to improve route planning and coverage. Up to 15% fuel savings and therefore a similar fall in emissions are forecast through lower mileage

## Commitment

- We are committed to reducing our carbon footprint by 7% this year

### **DID YOU KNOW?**

PHS owns and operates the only dedicated aerosol recycling plant in the whole of Europe capable of recycling 100% of aerosols, including the can, contents and propellant gases. Unlike other recycling processes, this unique technology ensures that no gases that could contribute to global warming are released into the atmosphere.

# Waste



**FACT** - The UK produces over 400 million tonnes of waste every year



As a waste management company, the PHS Group is more aware than most of the challenges facing businesses in the field of waste. As such, we ensure that our own, as well as our customers' waste is handled in the most environmentally compliant and responsible way. For this reason, all our locations are encouraged to minimise and recycle their waste.

We also carefully design our products and production process to minimise waste through environmentally conscious design and the re-use, refurbishment and recycling of products and their components. In fact, our design and manufacturing operation has been recognised as being a Best Demonstrated Practise example of environmental design.

## Measurement

- The volume of waste going to landfill and incineration is measured and reported for every PHS Group Service Centre
- Site results are compared against each other and historical data to identify best demonstrated practises and improvement opportunities

### **DID YOU KNOW?**

Last year PHS Datashred recycled over 48,000 tonnes of paper, equivalent to saving 816,000 trees.

## Initiatives

- Products returned from customer sites are passed back to the PHS central manufacturing and distribution site in Tamworth where they are refurbished, re-used or recycled
- All returned electrical equipment is processed in accordance with WEEE regulations, PHS being part of the Transform compliance scheme
- All office paper and card waste from each of our PHS Group Service Centres is recycled via PHS Datashred
- All packaging waste is processed in accordance with package waste regulations and recycled where possible, PHS being part of the Biffpack compliance scheme
- All paper collected by PHS Datashred is recycled at UK paper mills, thereby minimising carbon miles

## Commitment

- Hand held technology is being integrated into our systems which will significantly reduce the amount of paper used in both our warehouse and depot operations
- PHS is committed to using disposal sites that offer Energy from Waste recovery wherever practical and possible

# Energy



**FACT** - Leaving office lights on overnight uses enough energy in a year to heat a home for almost 5 months



Alongside “Air”, the “Energy” section of our WAVE policy makes up the PHS Group’s so-called carbon footprint. We are however fully committed to actively monitoring and reducing the energy used at all our locations. In this way, and by investigating all opportunities to support alternative energy, we aim to reduce the carbon dioxide produced as a consequence of our energy usage.



## **DID YOU KNOW?**

Our new PHS Direct warehousing facility has been specifically designed to take full advantage of natural daylight and thereby minimise the use of artificial lighting.

## **Measurement**

- Every site within the Group is required to report their electricity and gas usage on a monthly basis
- Site results are compared against each other and historical data to identify best demonstrated practises and improvement opportunities

## **Initiatives**

- Staff are trained on energy conservation and internal communications encourage continued awareness
- Our “Good Housekeeping Guide” provides every site with a complete resource pack to help them monitor and optimise energy saving opportunities
- PHS Waterlogic machines’ refrigeration system is non-ozone depleting and the in-built ‘sleep mode’ carefully controls energy use

## **Commitment**

- When opening new depots or renovating existing sites, a full environmental audit is undertaken to maximise opportunities to invest in energy saving devices, such as modern efficient boilers, lower energy lighting and PIR sensors for lighting
- We are committed to reducing our carbon footprint by 7% this year



***water***



***air emissions***



***waste***



***energy***

**wawe**   
be part of the journey

Please contact us via the details below:

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