



**Bates Office Services Limited recognises the importance of protecting the environment.**

**We are committed to creating a better environment through the strategic planning of our business and by continually reviewing and improving our activities, products and services.**

**We endeavour to deal with suppliers who manufacture office products using processes that are not known to create severe pollution problems.**

**Bates Office Services Limited continues to seek to protect the environment and will ensure this policy continues.**

## RECYCLING POLICY



**Bates Office Services Limited will collect all used print cartridges from our customers on request.**

**Our policy is to pass these on to Great Ormond Street Hospital for Sick Children who will redeem the cartridge for cash.**

**We believe that the small rebates offered on used cartridges to our customers are more effective as one large donation to this good cause.**



# Environmental Management System

Bates Office is committed to sustainable development as a guiding principle for all our work, whether delivered directly or through our regional partners. Concern for the environment is an integral and fundamental part of this commitment.

We recognise that the quality of life, environment and economy are inter-linked, affecting the livelihoods and well-being of present and future generations.

Whilst carrying out our own day-to-day operations we will:

- make every effort to protect and enhance the environment
- comply with all relevant legislation
- seek continuous improvement to reducing our impact on the environment.



An environmental strategy meeting the standards of ISO14001 has been developed and it is our intention that by April 2005 we shall be commencing procedures towards attainment of certification.

**PURPOSE** - This policy has been developed to assist Bates Office in undertaking its business activities in a manner that is sensitive to the environment and also establishes a framework that the company and every employee should follow in order to ensure that this objective is met.

**SCOPE** - This policy applies to all employees of Bates Office, irrespective of whether they are full or part time, temporary or permanent, or based in our own offices or off-site.

**COMPANY RESPONSIBILITIES** - To ensure that the policy is effective, Bates Office will:

- Take appropriate steps to minimise its negative impact on the environment and to conserve natural resources
- Develop appropriate and comprehensive procedures and guidelines to achieve our objectives.
- Introduce appropriate forms of instruction, information, training and supervision to enable employees to assist us in meeting our objectives.
- Appoint competent persons to ensure that the aims of the policy are met.
- Endeavour to make improvements in environmental performance.
- Introduce suitable arrangements to allow for communication and discussion on environmental matters.
- Review annually, and where necessary update this policy and any relevant Environmental procedures.

**EMPLOYEES' RESPONSIBILITIES** - Employees must recognise that they have an important part to play in the success of this policy, by:

- Complying with all relevant Company environmental procedures and guidelines.
- Taking all necessary care to prevent contamination and spills
- Switching off all non-essential plant and equipment when not in use.
- Minimising use of energy.
- Co-operating with Company Management in all aspects of environmental management.
- Ensuring that any environmental hazards are promptly reported to their Manager

**SUPPLIERS' RESPONSIBILITIES** - Improved environmental performance can only be achieved if suppliers adopt similar standards. Therefore suppliers must:

- Comply with all relevant environmental legislation
- Where appropriate, abide by the Company Rules for Contractors Document and any other local conditions
- Take reasonable steps to prevent environmental damage from their activities
- Ensure that all plant and equipment is properly maintained, and ensure that all non-essential equipment is switched off when not in use.



# Transport

Deliveries to the South East of England are made by our own fleet of vehicles which are contract hired on a three year term with HSBC Vehicle Finance.

Fleet vehicles represent a major capital expenditure and an important investment. The use of fleet vehicles is an area which is kept under constant review given the changing impact of vehicle design and fuels on the environment. By reviewing and optimising the effectiveness of fleet vehicles both environmental and financial benefits can be achieved for the environment, the customer and Bates Office.

Vehicle selection is a key issue when reviewing the fleet. The most fuel efficient vehicles for the job are hired. Evaluation of the vehicles is based on whole life costing in order to ensure the most cost efficient and environmentally acceptable vehicle is purchased. Extras such as air conditioning can significantly reduce fuel efficiency. Identify a set of environmental criteria for choosing vehicles.

Careful evaluation is being given to the petrol/diesel option. The choice of diesel vehicles has usually been based on cost and fuel efficiency. Diesel produces particulate emissions which can affect the air quality in urban areas, but if more fuel efficient reduces carbon dioxide emissions - the main greenhouse gas. Consideration has been given to the contract hire of LPG vehicles, however in the current climate HSBC Vehicle Finance do not offer this option due relative unknown history and performance indicators of these vehicles. Bates Office have made it clear to them that we will be looking to contract hire LPG vehicles within the next 18 months.



Our fleet size is being based on utilisation, we constantly endeavour to reduce numbers loss of efficiency. A continuous monitoring programme highlights waste, and so keep costs down.

The monitoring programme includes fuel consumption. Fuel use and costs are best controlled by recording all elements of the journey. Monitoring should include; total volume of fuel used, the associated cost, the distance covered and any other issues affecting performance such as carrying heavy loads or the type of terrain. This generates a complete picture of fuel performance by vehicle and driver.

Effective route planning is one consideration as part of our Green Transport Plan. It not only cuts fuel costs and pollution by avoiding unnecessary mistakes but also increases staff time available for productive work, reduces congestion and thus lower stress on drivers and improves their performance.