



# ***PHS Washrooms Environmental Policy***

***April 2008***



# ***PHS Washrooms Environmental Policy Statement***

***“PHS recognises that the delivery of our business strategy and the provision of products and services to our 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 also committed to assisting and working with our partners to minimise their impact on the environment. We are delighted that we have been awarded ISO 14001 Environmental Management Systems accreditation across our national network of 23 Service Centres”.***



# 1. Introduction

***PHS Washrooms, part of the PHS Group plc, is the market leader in washrooms services, with a national network of 23 strategically located Service Centres, licensed to accept sanitary and medical waste. In addition to this service delivery operation, PHS manufactures and distributes its own Washrooms range through a central operation based in Tamworth.***

All PHS Washrooms Service Centres are ISO 14001 accredited.

This environmental policy is aligned to the company's Environmental Management System and is based on the PHS Group's Water, Air, Waste, Energy (WAVE) initiative. WAVE is a PHS Group-wide initiative designed to measure, evaluate and mitigate the Water usage, Air pollution, Waste generation and Energy consumption within the company. This policy, therefore, not only focuses on the organisation's carbon footprint, but also the material it passes to landfill and the water it consumes.

WAVE is also an integral part of the Company's internal communication programme. A team of WAVE ambassadors drawn from across the business, champion initiatives and implement new measures. All staff are encouraged to contribute and are rewarded for ideas and suggestions that are implemented.



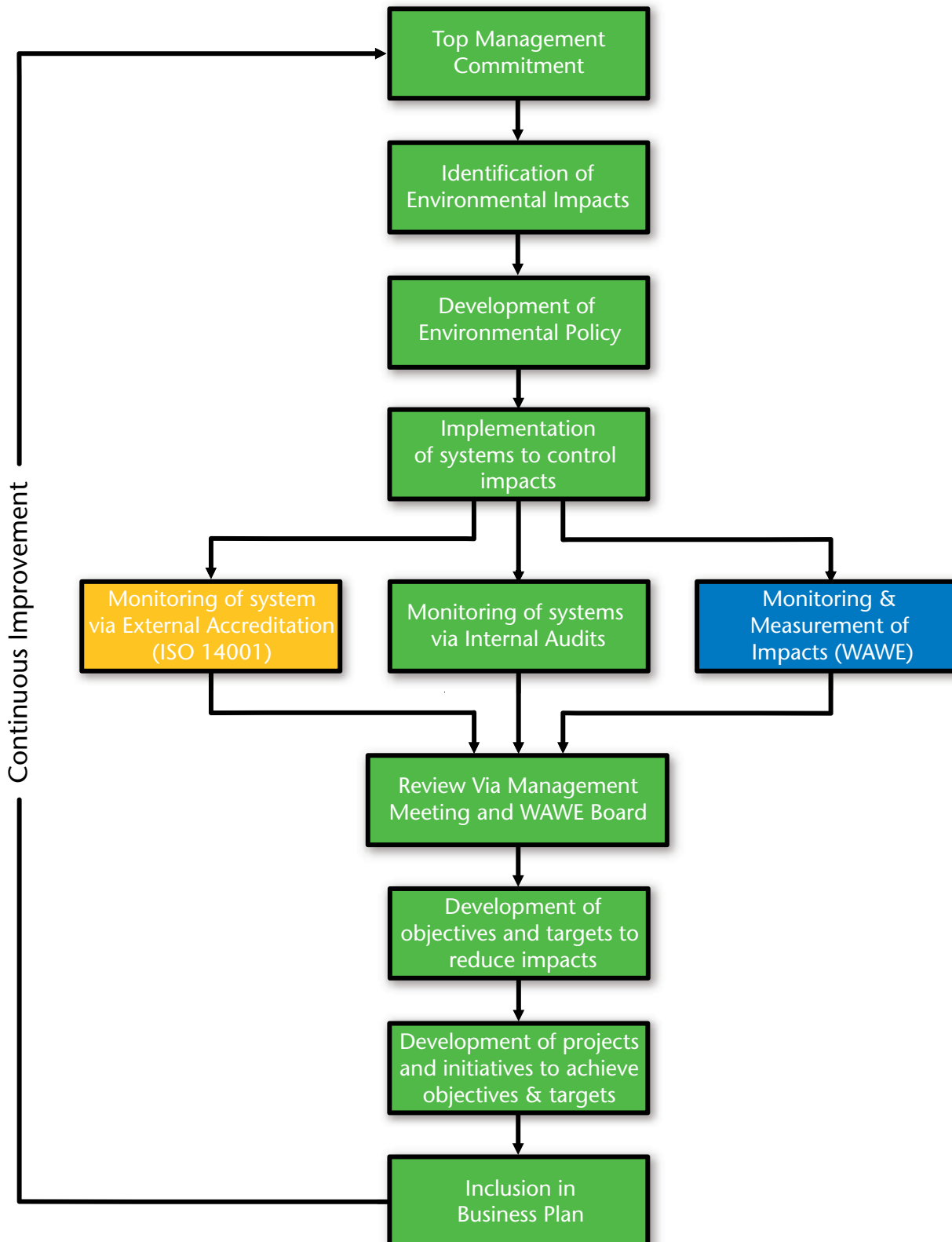
## 2. Our Environmental Policy

*We recognise that the delivery of our business strategy and the provision of products and services to our customers on a day-to-day basis, impacts the environment in many ways. As such, we aim to ensure that the environmental impacts of our own activities are regularly assessed internally and externally, reviewed and communicated.*

We are working towards these commitments by:

- Measuring, reviewing and understanding the environmental impact of our operations
- Promoting sustainable development within our own estate by incorporating sustainable development in the decision-making process
- Minimising our carbon emissions
- Using a multi-disciplined representative approach to implement environmental initiatives through our WAVE Group
- Limiting the unnecessary use of resources
- Reducing avoidable business travel
- Procuring sustainable goods and services
- Committing to the prevention, control and reduction of pollution in all aspects of our operation
- Adhering to all relevant environmental legislation, laws, codes of practice and regulations including maintaining ISO 14001 accreditation
- Setting and reviewing clear and realistic targets for reducing our impact on the environment
- Reducing the amount of waste disposed to landfill
- Incorporating environmental considerations into the design of our products and the planning of our services
- Evaluating proposed new products in regard to their environmental impact prior to manufacture
- Reviewing our vehicle fleet arrangements on a regular basis to ensure that we use the most fuel-efficient vehicles
- Giving preference to suppliers who demonstrate strong environmental performance
- Giving preference to local suppliers in order to reduce delivery miles
- Committing to further reduction, re-use and re-cycling of materials and products
- Educating our employees to understand the company's environmental impact and provide training so that they know what they can do in their particular role to minimise these effects
- Engendering, in all employees, a collective commitment to achieving the environmental objectives stemming from this policy
- Committing to the continual improvement of our environmental management system
- Identifying environmental best practice in order to achieve our aim of long-term sustainability
- Use the PHS Group suggestion scheme to involve employees in the identification of innovative new practices for reducing the Company's impact on the environment
- Reviewing this policy on an annual basis to accommodate changes in legislation and new developments within the organisation

### 3. Our Environmental Management System



## 4. Our Environmental Impacts

*PHS recognises that we have direct and indirect impact on the environment. The impacts that we have judged to be significant include: -*

- Energy and water use
- Waste generation and disposal
- The impacts associated with the operation of our service vehicles including consumption of fuel
- Storage and transportation of hazardous and non-hazardous wastes

Our Environmental Management System incorporates procedures to constantly review and identify new aspects and impacts from our operations and policies.

PHS is also committed to assisting and working with our partners to minimise their impacts on the environment.



## 5. Our Operations

*As market leaders in the field of Washroom services, PHS Washrooms aims to be at the forefront concerning minimising environmental impact in relation to our own operations and as an employer. As well as having a beneficial wider impact, sustainable development practices have a direct positive effect on our organisation and our staff. More efficient procurement and management of resources such as energy and water, have lead to substantial cost savings across our own business.*

Not only has PHS Washrooms been at the forefront of developing and designing products that reduce water and energy consumption, we have also incorporated an implementation programme, ensuring that all our own premises have been fitted with our water and energy saving products.

These include urinal flush controllers that reduce up to 90% water usage, Flush-wiser WC flush controllers that reduce water used to flush by up to 3 litres every flush and push taps that eliminate the risk of taps being left running and reduce the risk of flooding. A new low energy / high speed hand dryer (1.1kW/h) has recently been launched to market and are being installed across our estate.

We are currently working with the Carbon Trust to find further practical ways to reduce our carbon emissions in the short and long term by estimating current carbon emissions, introducing an energy-saving management system and will set future targets to reduce carbon emissions.



## 5a. Water

*PHS acknowledges the need to reduce water consumption throughout its estate and is actively engaged in undertaking water usage reduction measures.*

### *Measurement*

- The water usage for every Washrooms Service Centre is measured and reported
- Sites results are compared against each other and historical data is used to identify best demonstrated practises and improvement opportunities



### *Initiatives*

- PHS Washrooms' water saving range products are being installed throughout all Washroom Service Centres. These incorporate urinal flush control systems (which have received WRAS approval, Water Technology List status and Waterwise Water Marque) and reduces water consumption by up to 90% over uncontrolled urinals, in conjunction with Eco-shield urinal sleeve unit. Flush-wiser WC flush controller has also received WRAS approval and reduces water usage by up to 3 litres per flush. Push taps (WRAS approved), also reduce the risk of water wastage from taps being left running and also greatly reduce the risks of Washroom flooding. New water saving products will be added to the estate as they are developed
- For water conservation, PHS sanitary bin washers re-use water throughout the day within their rinse tanks
- PHS sources natural products where possible, which degrade and cause no harm to the environment or water table. All chemical based sanitising solutions will be replaced with 'green' alternatives by the end of 2008
- All sites are tasked with reducing water consumption by 3% in 2008

## 5b. Air

*As part of our Environmental Policy we are addressing the use of company vehicles and in particular in relation to our operational service vehicles.*

*Through strategic location of Service Centres and coordinating route planning and service schedules, PHS seeks to realise the dual benefits of reduced fuel consumption and lower exhaust emissions.*

### 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
- Air miles are calculated and monitored



### Initiatives

- PHS Washrooms operates a national network of strategically placed depots to ensure route optimisation and minimise miles travelled. This reduces the fuel consumption by removing unnecessary miles and condensing workloads into tight geographical areas
- The commercial vehicle fleet uses modern, fuel efficient diesel engines and are replaced at regular intervals
- All service vehicles will, by the end of 2008, be fitted with a new GPS vehicle tracking system to improve route planning and coverage. Up to 15% fuel savings and therefore a similar fall in emissions are forecast through lower mileage. However, for the purposes of first year targets, a target of reducing fuel consumption by 7.5% in year one will be set, climbing to 15% by the start of year 3 after implementation
- All Washroom Service Centres will be tasked with reducing fuel consumption by 5% in 2008
- All site bin washers and heating systems will be regularly maintained as per the manufacturers guidelines to minimise emissions beyond normal guidelines for age/performance specification

## 5c. Waste

*PHS maintains that a primary part of its corporate environmental strategy is sustainable waste management and as such recognises its responsibilities to recycle materials wherever possible.*

*We will minimise waste and whenever possible recycle materials. We will dispose of all waste through safe and responsible methods.*

*Duty of Care legislation requires that cradle to the grave responsibility is adopted for all waste handled, with disposal sites used by PHS requiring verification that they are licensed to handle our waste. This is verified by auditing.*

*Hazardous Waste transportation & disposal is strictly controlled by Carriage of Dangerous Goods legislation and special/hazardous waste regulations.*

### Measures

- The volume of waste going to landfill and incineration is measured and reported for every Washrooms Service Centre
- All office paper and card waste from Washroom Service Centres are recycled via PHS Datashred\*\*
- Site results are compared against each other and historical data to identify best-demonstrated practises and improvement opportunities
- All plastic bottles used for consumable items such as liquid soap and sanitiser fluid are returned to the supplier for re-filling and re-use

### Initiatives

- Products returned from customer sites are passed back to the PHS central manufacturing and distribution site in Tamworth where they are recycled or refurbished for re-use
- All returned electrical equipment is processed in accordance with WEEE regulations, PHS being part of the Transform compliance scheme
- PHS Washrooms continues to develop new products that result in lower levels of landfill waste such as Eco-shield which reduces the amount of plastics to landfill by 75% over previous product
- Approximately 1.2 million air freshener aerosols are fully recycled via PHS De-pack\* – separating metal, flammable liquids and gasses for re-use, without emitting harmful propellants and greenhouse gases to the atmosphere
- Switching liner customers to Sanitary Disposal Unit exchange customers will reduce overall plastic bag usage. A target of 5% will be set for 2008.

\*De-Pack Ltd was established in 2004 to offer an environmentally beneficial solution for dealing with aerosols and is the only company in the UK able to offer a complete recovery and recycling service specifically designed to deal with aerosol waste. The state of the art site utilises a unique extraction and compaction system, the only such unit in Europe, to ensure that each component element of the aerosol is recovered.

\*\*PHS Datashred provides a UK nationwide service for data destruction, confidential waste disposal, paper shredding, high security shredding, waste recycling, disposal of redundant IT equipment, secure mobile shredding, general and special waste disposal.

# Waste Disposal Policy

PHS believes that landfill provides the most cost and environmentally effective way of disposing of sanitary, incontinence and nappy waste. Where possible, PHS uses alternative fuel landfill sites, where the landfill waste is used to generate methane, which in turn is used as fuel. The alternative is incineration, which creates potentially harmful emissions and consumes excess energy, as the calorific value of this waste is too low to be considered for energy from waste. Landfill is, therefore, PHS Washrooms disposal route of choice although we will continue to offer incineration upon customer request. We continue to work with the waste management industry to develop improved solutions. For further information, please refer to our Landfill vs. Incineration document that can be found at [www.phs.co.uk/washrooms/brochure](http://www.phs.co.uk/washrooms/brochure)

## 5d. Energy

Reducing energy consumption is a key component of our Environmental Policy and we are committed to making every effort in this area.

### Measures

- The energy consumption for every Washrooms Service Centre is measured and reported
- Site results are compared against each other and historical data to identify best demonstrated practises and improvement opportunities



### Initiatives

- When opening new Service Centres 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, PIR sensors for lighting
- Staff are trained on energy conservation and internal communications encourage continued awareness
- All bin washers will be fitted with temperature gauges to ensure they operate at optimum temperatures without compromising bin cleanliness/hygiene
- PHS Washrooms will continue to develop products that wherever possible consume less energy in service ie Ultradry low energy hand dryer and Air Force - high speed / low energy (1.1kW/h) hand dryer
- Cost savings associated with the retrofit of PIR on/off light switches will be explored
- All Service Centres will be targeted with reducing gas and electricity consumption as follows: Gas 3%, Electricity 3%
- Green energy tariffs will be explored as part of the wider PHS group strategy on energy procurement



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