

Environmental statement and policy

Summary

We care very much about the environment and we want to not only minimise the impact our business has but if we possibly can contribute to improving the environment and our surroundings.

Our business is about getting commuters out of cars and onto cleaner forms of transport which benefit them and the environment. As well as helping commuters use tax incentives to begin cycling, we also provide bike pools to enable employees to use better forms of transport during their working day.

This isn't enough though and we want to actively reduce waste, minimise our usage of resource and materials as a business. Our mantra is reduce, reuse, recycle. Reducing and reusing are by far the most important.

Our choice of premises

Our administration centre is located in an area of outstanding natural beauty and we are particularly conscious of this and therefore work hard to reduce our footprint. We selected our premises carefully to allow us to operate as responsibly as possible. We made multiple improvements to the offices to minimise our consumption of resources and reduce our environmental footprint.

We divided the office space into smaller units so that we only need to heat and light the parts that are actually occupied. Each unit has thermostatically-controlled heating so that individuals can control the temperature in their specific working area.

We installed LED low energy lighting inside the building and outside we use low energy security lighting which aimed low to minimise light pollution and nuisance and is only operational when it detects motion. At other times the site is completely dark.

Office equipment & Environment

We have upgraded our work stations to include smaller rise-fall desks. This means we can accommodate more people with in the same area thus reducing heating lighting etc. We also avoid having to move to larger premises. The rise-fall desks have significant benefit to our employees as it has been shown employees should spend some working time standing to improve circulation and other health aspects. We allow flexible hours, staggered working days, and home working so that more efficient use of the office premises is made.

Each office unit has a thermostatically-controlled heater and employees can use a cooling fan in hot weather to control their own environment and achieve a comfortable working temperature.

Office IT

We use VOIP to reduce the requirement for separate telephones. This also provides us with sophisticated telephony features such as hunt groups and call queueing.

We have upgraded our IT to provide better screens to reduce eye strain and be more energy efficient. All employees use laptop computers so that they can easily work from home or other locations to reduce travel.

Business communications

All our business communications are electronic. We are extensive users of electronic signatures and we actively discourage the sending of hardcopy documents such as payment advices. We use extensive and secure electronic storage. We rarely print documents meaning our consumption of paper is very low.

Customer meetings

Customer and supplier meetings are usually conducted via online platforms such as Teams or Google Meet. When we need to travel to off-site meetings, we try to use a mix of transport modes including cycling and public transport.

Recruitment & employment

We target our recruitment to our local area and offer flexible working so that employees can combine their commute with school runs etc. 80% of our workforce live within 9 miles of our offices with the remaining 20% living within 18 miles. We have always supported homeworking.

Whilst we offer flexible working, we do not use zero hours contracts because we want to provide reassurance to our employees that they have stable employment which in turn benefits the local community.

Commuting

The company will provide any employee that wishes a bicycle. This may be electrical or conventional. It will also provide appropriate safety gear so that employees can commute by bicycle. The bicycles are available for any other use by the employee to reduce car-based travel. There is no charge to the employee for this or any tax liability.

Business travel

The company has a PHEV van which operates mostly on electricity. There is also an electric company car. The company has installed electric charging points for these which operate on off peak electricity. The company does not operate any vehicles which are not ULEZ compliant.

Supporting local communities and businesses

We deliberately support local businesses both in our business operations by heavily promoting local bike shops over mail order operations and national chains. We also source consumables and business requirements as much as possible from local businesses.

Postal services

We use Royal Mail as our prime delivery service and the local post office as a collection point. This supports a local village resource and uses an already active delivery network which does not require special routings or additional journeys.

All the materials we use to send our promotional materials are cardboard or paper base including the packing tape we use.

Promotional materials

We do not use plastics in our promotional materials. We source these materials from local businesses and they are exclusively based on paper and cardboard.

Beverages

Beverages purchased for the office supply are sourced from local business and chosen because they are environmentally responsible. We compost used tea bags, coffee grounds etc. We do not use any

disposable crockery. We encourage employees to bring their own reusable drinks bottles and food containers and we recycle plastic food and drink containers and cans.

Recycling materials

Wherever possible we reuse packaging and any paper we have to print. Where reuse or recycling is no longer possible, we use such materials as biofuels.

Shredded paper is reused as animal bedding by one of our employees after which it is composted.

We provide a centralised collection point for employees to drop various recyclables such as blister packs and batteries. These are then delivered to the appropriate recycling centre, normally during an existing journey.

Noxious materials

We are an office and so do not use noxious materials. Any cleaning materials are environmentally friendly.

Our future aims

We monitor all our business activities to understand and evaluate how we can improve. We empower our employees to make suggestions directly to the directors to enable this.

We are constantly exploring and discussing how we reduce our resource usage and have an active suggestion program.

Policy and guidance for employees

This document is included in our employee handbook which is read and acknowledged by all employees.

Energy and heat

Lighting, heating and IT all use electricity and employees should do their best to reduce the usage of these. For instance:

Heating

The heaters are controlled by an app which sets the times/days they come on/off and the temperature. Do not switch them off at the plug otherwise they will need to be set-up again. If you want to adjust the program, please speak to a member of the management team.

Where possible, add additional layers of clothing instead of using heating. However, it's important to keep warm enough to do your job properly and comfortably.

Close office doors to keep the heat in those parts that are occupied. Where possible use facilities in an already occupied office. (Hot desking, literally)

Lighting

Use natural light as much as possible and turn lights off where an office is not actively in use.

IT

Make sure printers, shredders and office equipment not actually in use are turned off.

Commuting

The company will provide any employee that wishes a bicycle. This may be electrical or conventional. It will also provide appropriate safety gear so that employees can commute by bicycle. The bicycles are available for any other use by the employee to reduce car-based travel. There is no charge to the employee for this or any tax liability.

Remote working

We actively promote remote working where employees can work from home to reduce commuting. We provide all employees with the technology and resources such as furniture to work from home.

Flexible working

We actively promote flexible working so that employees can combine commuting with other journeys such as school runs.

Customer meetings

Customer and supplier meetings are usually conducted via online platforms such as Teams or Google Meet. We try to avoid travel to meetings unless there are exceptional circumstances. For access to these online meeting platforms, please contact the management team.

Beverages and food

Unlimited free tea and coffee is provided to our employees. Disposal of coffee granules and tea bags can be put in the food caddy located in the kitchen area. Do not overfill the caddy.

There are no café or food shopping facilities on site so we encourage you to bring your own food and drinks in reusable containers. You should take home any food and packaging waste that you have bought onto the premises.

We do not use any disposable crockery – please bring your own utensils.

Beverages purchased for the office supply are sourced from local business and chosen because they are environmentally responsible. We compost used tea bags, coffee grounds etc.

Waste disposal

Wherever possible we reuse packaging and any paper we have to print. Where reuse or recycling is no longer possible, we will dispose as responsibly as possible. To aid this, please follow the guidelines below and use the appropriate waste container:

- Take home all waste that you bring in to the office - this includes packaging around your snacks and lunch such as fruit peelings, drink containers, cartons, crisp and biscuit packets, food trays, etc. - it all needs to go home with you.
- Use the bin labelled flexible plastic for delivered items (post /courier) that come wrapped in plastic (e.g. magazines). This is not suitable for plastic containers.
- Use the bin labelled paper and cardboard for junk mail and packaging around delivered business goods.
- Use the regular waste bin for used paper towel, tissues and office-based items that require disposal.
- Tea bags and coffee granules go in the compost bin.
- Electrical items and batteries that need to be recycled should be given to a member of the management team.

Your colleagues will deal with the removal of waste from the office and it will be a much more pleasant task if the rules are followed by everyone.

Cleaning materials

We provide cleaning materials such as soap and washing up liquid in the kitchen area. Please don't use any other materials.

Version	Date	Summary	Name of editor
1.0	02-Nov-20	Document created and published.	Rob Howes
1.1	13-Sep-21	Policy updated.	Rob Howes
1.2	04-Jul-24	Reviewed policy as part of the ISO9001 schedule. Added version log, update employee commute information and printed information.	Katherine Stather
1.3	02-Jul-25	Reviewed as part of ISO9001 schedule. Added version log, made general updates to text and given more information about waste disposal.	Joanna Flint