



# Sustainability Report 2013



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# ENVIRONMENTAL SOLUTIONS THROUGH PARTNERSHIP

ESP is an environmental consultancy founded in 2004 by Andrew Fletcher (Chartered Surveyor, Chartered Environmentalist and Registered Environmental Auditor) and Keith Hampshire (Chartered Landscape Architect).

They realised from their extensive experience in local government, industry and consultancy that offering a partnership approach to customers who need to outsource environmental services would be an attractive proposition. A partnership approach means building a long term relationship with customers by ensuring that effective environmental solutions are provided that are appropriate to the brief, the customer's needs, best practice and current legislation.

## Our Values

### Environmental

We examine environmental issues on behalf of our customers



### Solutions

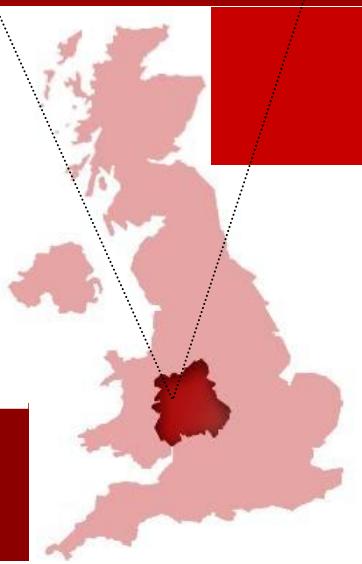
We provide sustainable solutions in Environmental Management through a professional and personal approach; honest, trustworthy, fair and best value

### Partnership

We work alongside our customers

## OUR LOCATION

*We are based in Wolverhampton Science Park. With convenient road and rail links to the whole of the UK.*



## Activities, Products & Services

### Health & Safety

Health and safety is an integral part of most businesses. It is essential to protect personnel from prosecution and injury. We have broad experience in designing health and safety systems from scratch as well as developing existing systems.

The benefits of a well designed system include:

- Motivated, safe and healthy staff
- Reduction in potential legal liabilities
- Easing the process of obtaining insurance
- Improved image
- Avoiding prosecution
- Saving money

We help customers design health and safety systems that:

- Determine policy
- Analyse risks
- Identify significant risks
- Work with personnel to manage risks
- Develops safe working procedures
- Develops action plans
- Ensures legal compliance

Our health and safety auditing services range from a 'look – see' audit to a benchmarking audit or a full audit of health and safety systems and practices.

## **ACTIVITIES, PRODUCTS & SERVICES CONTINUED**

# LANDSCAPE ARCHITECTURE



# Case Studies;

# Housing



# Examining the biodiversity benefits of continuous tree canopy in Sandwell, West Midlands



## Creating attractive external spaces around a Multi-Use Centre in Telford, Shropshire

Customers come to us for professional, practical and sustainable landscape planning and design. Our approach is to forge partnerships between customers, development teams, regulatory authorities and local communities.

We understand the business of its customers as well as the functions of the landscape. Landscape design should add value to the development as well as the environment.

Creating sustainable landscapes involves a balance of:

- Maintaining or improving biodiversity – making space for wildlife
  - Prudent use of natural resources – making best use of site resources and minimising waste
  - Enabling sustainable business – resolving conflicts between business and the environment
  - Creating social benefits – from individual well being to effective communities
  - Creating opportunities for aesthetic enjoyment – designing for all five senses.

Landscape services include: feasibility studies, landscape policy and strategy, landscape and visual impact assessment, residential sustainable landscape assessment, computer modeling and visualisation, acting as lead consultant in environmental impact assessment, stakeholder consultation, expert witness at planning inquiry, landscape design from sketch scheme through to preparation and administration of tenders and contracts for earthworks, minor construction and planting schemes.

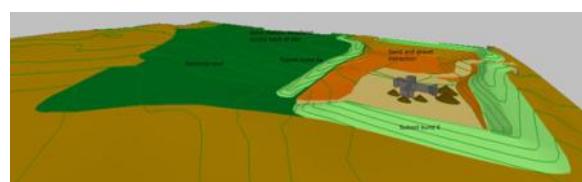
ESP specialises in the following sectors:

- Quarrying and Waste Management
  - Housing
  - Schools

Quarrying & Waste Management



# Designing a restoration scheme for Broadway Quarry, Worcestershire



# Preparing visualisations of computer models as part of a Landscape and Visual Impact Assessment for Lawn Farm Quarry, Wetherden, Suffolk



## Excavating separate topsoils and subsoils for re use in the restoration of Bay Farm Quarry, Worlington, Suffolk

## Schools



## Designing gardens and play spaces for a Special School at Monkmoor Campus, Shrewsbury



## Creating an outdoor classroom and willow structure at Wheaton Aston, Staffordshire

# ACTIVITIES, PRODUCTS & SERVICES CONTINUED

## ENVIRONMENTAL MANAGEMENT

Most companies can damage their reputation and profit making abilities if they don't manage their environmental risks.

We work with businesses to develop bespoke environmental management systems (EMS) to include ISO14001, ISO14015 and EMAS.

ESP assists a company to develop an EMS that is right for them including at the heart a risk matrix that will allow the business to systematically examine the impact of its activities on the environment.

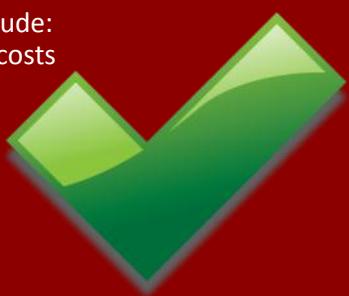
This process is linked to relevant environmental legislation. A quarterly Environmental Legislation Briefing allows clients to see which activities need to be altered to comply with any legislative changes.

The risk matrix provides a single powerful management tool for controlling environmental issues. It can be used to link any potential environmental impact with legislation, procedures, targets, audits or any other issue important to a business.

We work in partnership with customers throughout the whole EMS development process. This includes gaining commitment to the program from all levels of management, scoping the environmental initiatives already in place and helping to identify any training needs.

The benefits of a well designed EMS can include:

- Reduction in regulatory and bottom line costs
- Reduction in potential liabilities
- Meeting the requirements of customers
- Obtaining insurance easier
- Providing reassurance to banks
- Improving image
- Attracting ethically aware investors
- Motivating staff



We can design and implement a new EMS or undertake an audit and gap analysis of an existing system as part of a continuous improvement programme. This can include:

### Environmental Auditing Service

- A "look-see" audit
- A benchmark audit
- A preparatory review
- A full review of environmental practices
- An historical environmental site review
- Internal audit of an existing EMS
- Legal compliance
- Waste Management

### Other services

- Energy optimisation
- IPPC permit applications
- Integrating environmental, health and safety and quality systems

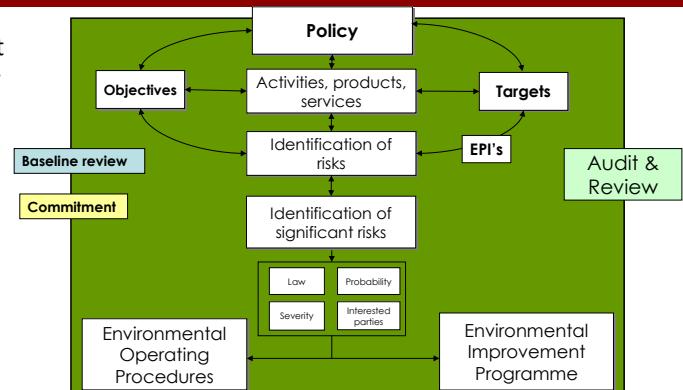


## Environmental Training

At ESP we recognise that a large part of any management system is that of employee engagement. That is why we have worked closely with our partners to develop a comprehensive list of training modules:

### Environment:

- Environmental Awareness (1 day and half day courses) 14001, 14015 & EMAS
- Legal Compliance
- Waste Management
- Internal Audit
- Spills



# **Environmental Management System**

We feel it would be hypocritical of us to sing the praises of Environmental Management Systems (EMS's) to other companies and not have one ourselves and that is why we have our own EMS to the standard of ISO 14001.

When we agreed to have an undergraduate on placement we decided that there was no better way to gain knowledge of how an EMS works than for her to develop an EMS for us.

Despite the fact that she had no previous experience of EMS's we decided to throw her in at the deep end by having her look at our previous, less formal EMS and develop into one which meets all the requirements of ISO 14001:2004.

Policy

Our policy is the driving force behind our whole EMS and sets the framework that allows us to grow and continually improve the system. We believe the redeveloped policy fits in with our values and helps us to work within our EMS.

One unusual target we had for the policy was that we didn't want it to meet the requirements of ISO 14001; we wanted it to go further. That is why we have combined it with our Quality and Health & Safety policy.

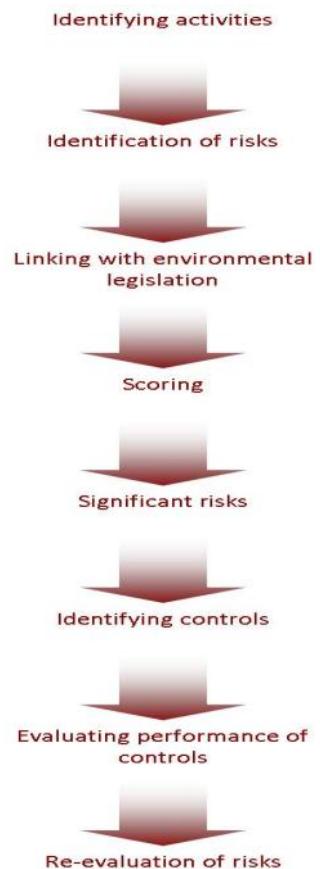
### **Significant Risks**

One of the main requirements of ISO 14001 is to identify the companies significant risks based on the activities that are carried out. Therefore we went through the same process that we carry out with our clients as described in the diagram on the right..

## Objectives & Targets

To set ourselves the most appropriate objectives and targets we used our significant risks as the foundation. Then we why we took each significant risk and set ourselves objectives and targets around them, our objectives & targets are:

- Reduce our CO<sub>2</sub> output
    - By 35% in 2014
    - 5% in 2015
    - 5% in 2016
  - Purchase “green” office consumerables
    - 65% to be Green products by 2015



## Integrated Quality, Environmental, Safety and Health (Quensh) Policy

15 May 2011

Environmental Solutions through Partnership (ESP) is a small but highly experienced environmental company, based in the West Midlands offering sustainable environmental consultancy advice.

We believe that the earth is fragile and an irreplaceable resource and need to ensure the next generation inherit a sustainable planet.

In order to achieve a sustainable future it is the Policy of ESP to develop and implement an integrated Quensh management system. The philosophy of continual improvement will underpin this. We will establish, implement and maintain systems so that:

- ESP will provide services to its customers that will cause as little damage as possible to the environment and will develop and maintain an environmental management system to satisfy stakeholders and to create a quality management system that will uphold an exceptional standard for all customers.
  - ESP will not adversely affect the health and safety of personnel inside or outside the office and will continually develop our staff, by training or through experience, to ensure that they have the correct qualities and knowledge.
  - Maximise output levels through efficiency optimisation and technology by continually improving IT systems to service the need of ESP.
  - Develop a culture that provides ownership of all parts of the process
  - ESP will promise to keep its building and equipment maintained so that it works as efficiently as possible this will enable and optimise energy utilisation.
  - Continually improve our performance in terms of Health, Safety, Quality and the Environment by commissioning and reviewing objectives and targets making sure they are appropriate in nature and timescale.
  - Create an environmental system that can be sustained, developed and audited to help sustain and develop the company. ESP will comply will all relevant environmental legislation and Industry Codes of practice.
  - ESP will prevent pollution and in particular will adopt, and pursue the least environmentally damaging transport strategy.

The policy will be reviewed annually to ensure that it remains up to date and relevant, with a promised commitment for continual improvement. The policy will be made available to public domain and other interested parties.

# Fuel Use

DUE TO FUEL USE BEING ONE OF OUR SIGNIFICANT RISKS WE ARE CONSTANTLY TRYING TO REDUCE OUR IMPACT UPON THE ENVIRONMENT USING A NUMBER OF DIFFERENT METHODS.

## Car Sharing

Where ever practicable we ensure that we car share as another method for reducing our CO<sub>2</sub> output. This has a number of benefits on shorter distance journeys as it not only reduces CO<sub>2</sub> but also helps to reduce congestion for other road users.

## **Flexible Working**

Because many of our clients are based within the local region, when meetings finish early we encourage staff to work remotely, or from home, to save fighting through traffic to travel back to our office for a couple of hours work.

This approach has a number of advantages, firstly both fuel and time is saved by avoiding the busiest times on the roads. Also, instead of spending a lot of time traveling staff can carry out more work for our clients. Finally, if the weather is right, it also allows staff the opportunity to go sledging and make up the time later (yes this has happened).



Richard “working from home” using the flexible working scheme

# Environmental Improvement

## Public Transport

Although our main method of transport is cars, when travelling to London it's not always practical because of the time it would take to drive, the trouble with parking and the difficulty of driving through London making the idea impractical.

Therefore, travelling to London on the train is the best option for us as it then allows us to travel through the capital on public transport easily.

However, it is important to remember that using the train still releases CO<sub>2</sub> so we also include it in our carbon offsetting.

## Car Sharing

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## Journey Planning

When car sharing, it's not always possible for everyone to be collected from their home as this would mean traveling through some very congested routes which wastes both time and fuel. In these cases, one member of staff will travel, using public transport, to a better location to be collected from.

## Skype

Despite all these methods of reducing our CO<sub>2</sub> it's not always cost, time or fuel effective to travel a long distance for a short meeting. Therefore we have recently started to use Skype to hold meetings across the internet.

# Office Environmental Impact

**At ESP we understand that our environmental impact is not limited to our use of transport. A number of our impacts are created through our office activities and that is why we have a number of initiatives to help reduce this impact.**

## Office Stationary Use

At ESP we think that it is very important to reduce the waste produced by our activities. To help reduce waste the waste hierarchy needs to be considered and the first option is to reduce the amount of waste produced. That is why we try and reduce the amount of office stationary used so that it's not turned into a waste later on.

## Electronic Document Storage

At every possible opportunity we store our documents electronically. This is done by either not printing documents or by having an electronic library. This means that we don't use lots of paper during printing and also it saves space on having to store this paper afterwards.

## Online Banking

Another way which we reduce our paper use is by using online banking. This means that by using electronic statements and payment methods we can further reduce our impact on the environment.

## Recycled Stationary Use

Where we do have to use paper, we ensure that the paper we use is made from recycled

paper which means that the impact from using the paper is at least reduced.

## Electronic Communication

As well as trying to reduce our waste we want to make sure that we are not causing other people to have more waste than they need. Therefore, we use electronic communication at every available opportunity, this includes using PDF invoices and e-mailing our marketing and posting it on our website which saves on paper and envelopes (and the carbon footprint of the Postie!!)

## Office Stationary Supplier

Last year we took the decision to review our stationary supplier and after considering a number of different options we decided to go with Office Depot for a number of reasons with the main consideration being environmental performance.

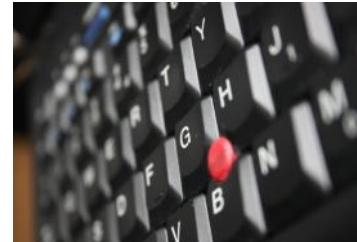
We were really impressed with the way that Office Depot were reducing their impact on the environment as well as encouraging their clients to do the same.

This means that when we decide to use office stationary the

impact will be reduced.

## Recycling Waste Paper

One result of scanning and storing documents sent to us electronically is that waste paper is still produced once a document has been scanned and is no longer needed in a physical form. Therefore, all waste paper from our offices is recycled; this includes scrap paper, junk mail and trade magazines.



To make room for a new desk we used the website to dispose of a plan chest; this was collected by a part-time furniture designer who said he would use it to store tools and drawings.

## Recycling Printer Cartridges

It's not just the paper that we need to dispose of on a regular basis as we also have to dispose of our printer cartridges. When doing this we return them to the manufacturer where the parts are then recycled and turned into new cartridges, this also means that the cartridges we use are made from old cartridges which again reduces the impact.

## Freecycle

Previously we needed to make more room in our office which sadly meant that we needed to dispose of some furniture, but instead of taking up valuable landfill resources we decided

to "Freecycle".

Freecycle is a website where people can post unwanted items which other people collect free of charge. This means that the unwanted furniture can be reused.

That is why we open windows instead of using air conditioning and the lighting in the communal areas of our building are also on light sensors meaning they don't get used when nobody needs them.

## Working Environment

At ESP we also recognise that it's not just what we do but where we do it which can have an impact on the environment.

## Carbon Footprint

Every year we calculate our carbon footprint but this isn't so we can just produce a nice graph or tables, its so that we can actually do something about it.

Every time we calculate our carbon footprint we offset all the CO<sub>2</sub> using CO<sub>2</sub> Balance.



Unlike a lot of offsetting, CO<sub>2</sub> Balance allows you to choose projects to help mitigate your CO<sub>2</sub> rather than just planting trees.

Previously we decided to help two project in underdeveloped countries. The first project chosen is one which supplies families in Kenya with energy efficient, locally made cheap stoves. This reduces the need to burn fire-

wood or rubbish and also reduces the families CO<sub>2</sub> emissions.

The other project chosen will help develop a 7.25MW wind farm in the Tamilnadu region of India. This will help the local communities not only by providing clean electricity but also by creating jobs during the construction and helping the nations economy become less reliant on fossil fuels.

As you can see form the graph below we have reduced our overall carbon footprint by 3.52 tones. The majority of this is by decreased road use.

Although the graph also indicates a large decrease in energy use we believe that this is mostly because if a better office energy use calculator that we used this years. We therefore assume that figures for both years are actually around the same.

Without a doubt the most significant improvement is in road . We believe that one reason for this is the in-

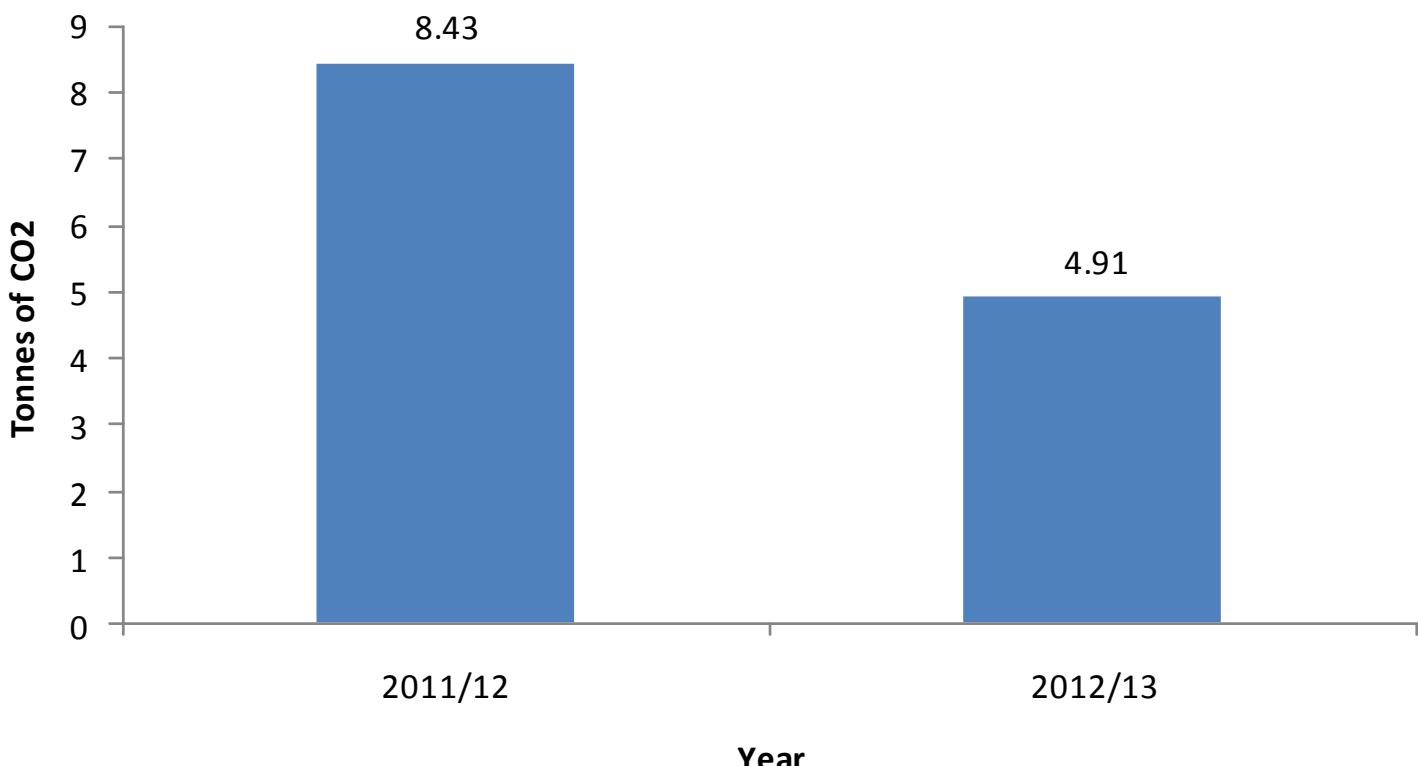
creased use of public transport which is reflected in the increased CO<sub>2</sub> from rail travel.

Despite all this good news is it however important to note that there is something missing from the graph and that is air travel.

This is because at no point have we used air travel whilst on business, instead we have used other methods of communication such as Skype (see page 7).

We believe that these results show that we practice what we preach by not only helping our clients reduce their footprint but by reducing our own too.

## Road Travel Carbon Footprint



# Environmental Case Study: Smiths Bletchington; Ardley North Quarry

2011



Smiths' Ardley North Quarry site is a great example of how our company can help to improve the environment right the way through the process.



The site in Oxfordshire is testament to ESP's partnership with clients to provide a more bio-diverse landscape.

Previously a sand and gravel quarry, we have worked on behalf of Smiths' and their respective contractors to restore

the landscape to pasture and wet grassland.

We designed a series of three ponds which include features such as shallows, spits, ponds and islands which will provide a unique habitat for birds.

Along with this the pools have also been designed to provide a habitat to White Clawed Crayfish and to increase the habitat available to the largest population of Great Crested Newts in Oxfordshire.

Geodiversity is also very important on this site, due to the presence of dinosaur footprints, and that is why the regeneration was carefully designed to extend the Geological Site of Special Scientific Interest (SSSI).

Smiths' and ESP we are all really proud of this site as we believe that the legacy left behind will be an asset to the local wildlife.



2009

## Environmental Case Study: Sandwell Homes

In November we were very proud to announce the success of one of our major clients - Sandwell Homes, in gaining a European award in recognition of their work within the Eco Management and Audit Scheme (EMAS).



These awards recognise the work companies across Europe are doing to protect and improve the environment. Within the awards there are six categories. Sand-

well Homes is the winner of the Large Public Administration category, which included entries from Belgium, France, Poland and Sweden.

Since 2000, the awards have recognised companies focusing on the environment with a different theme each year. This year 42 organisations from 15 countries entered with the theme of resource efficiency.

Len Gibbs, Chair of the Sandwell Homes Board, said: *"The company has already been recognized for its environmental approach after achieving a place on the Sunday Times Green Companies list for a second year running and a commendation at the West Midlands Low Carbon Economy Awards. To be recognized on the European stage really demonstrates Sandwell Homes' commitment to the environment."*

The judging panel looked at a number of initiatives which Sandwell carried out over the last year, including:

- Procurement of all paper from a recycled range
- 96 % recycling rate of repair waste on flattened estates
- Major refurbishment of low, high rise and traditional housing.

ESP believes that it is a fantastic achievement just to be nominated for the award. This is because only one organisation can be nominated from each country in any category and Sandwell Homes is in the same category as the Environment Agency who won the award last year.

ESP are very proud to have worked with Sandwell Homes over the past year on a number of projects including the development of the EMAS statement and award submission.

We believe that an award on this scale really shows the commitment to environmental management from all parts of the organisation.



Professor Uwe Schneidewind (*left*) with Chair of the Sandwell Homes Board Len Gibbs

## Ecobutton

Our increased use of electronic media may result in reduced paper use but it can still have an impact on the environment, mostly through electricity use. To help to reduce this impact we use Ecobuttons to make sure that our computers are not using electricity needlessly.

Each time we take a short or long break, a phone call or go for a meeting we press the Ecobutton and our computers are put into the most efficient energy saving mode available.

People generally do not like turning off their computers due to the time it often takes to restart (particularly when hibernate is used). However, with Ecobutton, by simply pressing a

key on our keyboard the computer instantly returns to where we left off.

There's also an additional bonus as each time the Ecobutton is pressed the software records how many carbon units and how much power and money have been saved.

Evidence also shows that Ecobutton users are motivated to turn off lights and other electrical items more often in their offices and around their homes.

In total we've saved just over 206Kg of CO<sub>2</sub> using our eco buttons which is the equivalent weight of a lioness!



## Social Sustainability

AT ESP WE REALIZE THAT TRUE SUSTAINABILITY CONCENTRATES ON ISSUES WIDER THAN JUST THE ENVIRONMENT. THAT IS WHY WE ALSO TRY NOT TO DAMAGE THE SOCIAL ENVIRONMENT.

### Fair Trade Coffee

At ESP we like our coffee, and when I say like it I mean REALLY like it, and due to the amount we get through we wanted to make sure that nobody was being exploited for our gratification.

That is why we ensure that all the coffee beans that we buy are Fair Trade. This ensures that every time we sit down for "elevenes", the farmers growing our beans are given a decent price for the work which they put in.

### Health & Safety

At ESP we take the health and safety of our employees and clients very seriously which is why we have a combined Quality, Environment and Health & Safety Policy.

We are pleased to declare that there have been no reported health and safety incidents.

### Equality and Diversity

At ESP we discriminate, we only choose the best people to work for us, but other than that we're not bothered. That is why we have a stringent Equality and Diversity policy which is freely available on our website.

### Work Experience

At ESP we don't agree with interns who work for long periods of time for little or no pay as it discriminates against those who can't afford to work it. However, we do encourage short term work experience for students during their studies.

Although we have very few students work with us they have all been excellent ambassadors for their courses. We worked with our last student to implement our own EMS which you can read about on page 6. We hope that this experience gave Larna Costin a unique perspective on how an environmental consultancy and the in depth knowledge she gained on the development of the EMS will serve her well in her studies.

### Wolverhampton University

Due to our location in Wolverhampton we think that this provides us with the unique opportunity to work with the local university.

That is why we have worked with the university over the last few years to help us employ graduates and grow our business.

A Fair Trade Cappuccino made by our in house barista/environmental consultant Richard.



# Economic Improvement

## A learning organisation

Along with helping students whilst they are studying, we also try to help recent graduates into the world of work once they have completed their courses.



In **2008** we employed Richard Goodwin, a recent graduate of University of Wolverhampton where he gained a 2:1 in Environmental Science. Richard joined in late June 2008 as part of a graduate training scheme designed to provide him with all the skills to become an accomplished environmental consultant.

Since then Richard has continued to work for ESP in a number of different areas and on a number of projects as well as proving himself to be quite the barista (see page 10).

In **2009**, we employed another graduate, this time to help with the development of the landscape architecture part of the business. Lynsey Brough, a graduate of Oxford Brookes University, worked with Keith Hampshire on all aspects of landscape architecture.

In **2010** we employed Magdalena Kubica to help us produce innovative software for identifying and managing environmental risk.

In **2012** Olly Kyte joined us on contract to help with both the environmental management and landscape architecture. Olly is currently studying part time for a MSc in Environmental Management with the University of Bath.

## Economic Sustainability

All of these ideas are very good but if it means that if we can't afford to keep people in their jobs or clients are not delighted with our services then it can never truly be sustainable.

That is why we have put into place a number of initiatives to help to reduce our outgoings and to help our clients save money.

### Working in Partnership

John Sharpe, the experienced leader of Environmental Management & Sustainability in the West Midlands, has agreed to become Chairman of ESP.

We are delighted to be able to announce that John Sharpe, a friend and colleague, over some 20 years, has agreed to

work with us to help build on this success



*Tony Blakemore from Lift & Engineering Services who we helped gain ISO 14001 certification due to extra funding from WMCCE*



**SME<sup>14k</sup>**

Lift & Engineering Services gained certification to 14001 by using ESP's unique service **SME<sup>14k</sup>**. This is a quick and easy way for SME's to have a standard capable of certification in as little as 7 days!

### Extra Funding

Over the past few years we have been fortunate enough to utilise extra funding from local government. ESP has partnered with West Midlands Centre for Construction Excellence (WMCCE) and Bates Wood to assist Small and Medium Enterprises (SME's) in developing an EMS.

We believe that this partnership has helped many SME's develop an EMS which they previously would not have been able to afford. The success of this project is shown by Lift & Engineering Services who have since gone on to gain external certification for their EMS to the full ISO 14001 standard.

### Saving Clients Money

Another way which we can provide a value for money service is by helping our clients to save money. We know that effective energy, fuel or waste management can help to reduce costs which are continually increasing.

### Value for Money

We understand that in the current economic climate value for money is vital to many organisations. This is why we always bear it in mind when working with clients; be this by car sharing to reduce mileage or redesigning what we do to provide better and more time effective solutions to smaller businesses.



## *Contact Us*

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