



Sustainability & Environmental Policy Documents

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Island House Community Centre

Environmental Policy Statement

Island House is a community resource providing space and support to local voluntary organisations and local residents. Approximately 350 people come through our centre every week. We run a range of education, health and social welfare projects for adults and young people in the areas of adult core skills, health promotion, inter-faith dialogue and youth & family support. We are located on the north east of the Isle of Dogs in the London Borough of Tower Hamlets,

Island House strives to perform with consideration for the environment at the forefront of its planning. We are committed to prevent pollution from our operations and to ensure compliance with all environmental legislation that affects us. We have successfully been awarded funding to support the "Greening of Island House" through which a number of milestones will be met to generate continual improvement and ensure the improved environmental performance and efficiency of the community centre.

In particular we will:

- Work towards achieving Green Mark certification with support from the London Environment Centre.
- Involve and work with all community centre user groups in the process of environmental improvement.
- Benchmark our current levels of performance and monitor environmental initiatives to ensure improvements are constantly achieved.
- Apply the principles of the waste hierarchy (prevent – reduce – reuse – recycle) to our activities.
- Minimise energy use through implementing and practising relevant energy efficiency initiatives and measures.
- Consider the environmental credentials and life cycle of all products, services and suppliers.

Future initiatives inline with the milestones that have been set include:

- Enhance our green space to promote biodiversity and serve as an educational resource to other groups using our premises.
- Make structural improvements to increase the environmental efficiency of the community centre.

This policy is communicated to all Island House employees to ensure effective implementation and is made publicly available for the interest of relevant stakeholders. The policy is reviewed at least annually or on a periodic basis to retain relevance and to reflect the changing nature of Island House Community Centre.

First adopted 7/5/2008 (CBS)

Last reviewed June 2010 (SWH)

Island House

Sustainable TRANSPORT Policy

Island House recognises that integrating sustainable transport into our operations and delivery is key. Island House is therefore committed to reducing its transport-related environmental impacts.

Island House is located in Isle of Dogs, London Borough Tower Hamlets close to Docklands Light Railway, bus and road transport links and travel to and from work by public transport, cycling or walking is encouraged. Additionally, interest free travel loans which support the use of public transport and cycling to work are available to employees.

Island House is committed to ensuring the use of resources are managed effectively and therefore expects all employees, volunteers and beneficiaries to use public transport, cycling or walking wherever possible whilst conducting business on behalf of Island House.

Where public transport is not an option, the following rates will be paid to employees, volunteers and beneficiaries whilst conducting business on behalf of Island House:

- * Car / van 40p per mile
- * Motorcycle 24p per mile
- * Bicycle 20p per mile

In exceptional circumstances, Island House will also refund payments made for travel by taxi.

It is expected that employees, volunteers and beneficiaries render receipts as proof for payment of all additional transport costs, other than travel to and from Island House's premises from an employee's or volunteer's home.

When the services of taxi companies and couriers is needed, the cars and vans should operate a hybrid or low emission vehicles wherever available.

All staff must be made aware of this policy through the induction and on an ongoing basis.

Transport Policy

Island House recognises that integrating sustainable transport into our operations and delivery is key. We are therefore committed to reducing our transport-related environmental impacts.

Island House is located in the London Borough of Tower Hamlets (Isle of Dogs) close to Light Railway, bus and road transport links and travel to and from work by public transport, cycling or walking is encouraged. Additionally, interest free travel loans which support the use of public transport and cycling to work are available to employees.

Island House is committed to ensuring the use of resources is managed effectively and therefore expects all employees, volunteers and beneficiaries to use public transport, cycling or walking wherever possible whilst conducting business on behalf of the organisation.

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When the services of taxi companies and couriers are needed, the cars and vans should operate a hybrid or low emission vehicles wherever available.

All staff must be made aware of this policy through the induction and on an ongoing basis.

Signed:



Dated:

16/7/08

(Name & Position)

Chairman,

Island House Committee.

Island House

Sustainable Purchasing Policy

Sustainable Development has grown in importance in all sectors and Island House sees sustainable production and consumption as key in reducing the Island House's environmental impacts. In order to ensure that Island House's purchasing standards can be met, a Sustainable Procurement Policy is required:

1. To ban the use or purchase of environmentally damaging products or processes. Island House's banned products are:

- all paper which is not 100% recycled or that not have a Forest Stewardship Council (FSC) trademark
- all light bulbs that are not energy efficient
- DVDs that are not recycled.

The following products should only be used if there is no practical alternative:

- Non-recyclable products, energy intensive products

2. To review the above lists regularly.

3. To produce guidance and best practice advice for Island House's staff on "green purchasing", and ensure approved lists include suppliers, contractors and environmentally friendly and socially responsible products.

4. To reduce the purchase of new products by cutting down on waste and repairing or reusing existing products.

5. To specify products which:

- are made from recycled material
- can be recycled
- are durable and can be easily upgraded or re-used
- are the most energy efficient available
- produce low emissions
- cause minimal damage to the environment in their production, distribution, use, disposal
- have a 'Fair Trade' or 'Organic' mark where appropriate
- have minimum packaging
- have recyclable packaging

so long as current requirements for value for money and quality are met.

6. To purchase products and services to reduce environmental impact and support the local economy and businesses. For example, buying from local suppliers rather than large conglomerates.

7. To make it a requirement that all contracted work maintain Island House's environmental standards.



Supplier Questionnaire

Name of Company:

Address:

Post Code:

Service Providing:

Please answer "Yes" or "No"

1. Does your company have a documented environmental policy?

2. Does your company have a documented Environmental Management System (e.g. Green Mark, ISO 14001)?

3. Is your documented Environmental Management System assessed externally?
If the answer is "No", please skip to Q. 4

- Name the assessing authority:

- Certificate Number:
Please enter Cert number

- Expiry Date
dd/mm/yyyy

4. If your Environmental Management System is NOT assessed externally, have all elements of the system been implemented?

5. Number of convictions for offences under environmental legislation?
Please enter the number for the year under consideration.



How-to Manual

for Greening Your Organisation

~ learning from Island House

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BACKGROUND

The GREENING ISLAND HOUSE project

Through the Greening Island House project we aimed to improve the environmental impact of the activities of Island House over three years from 2007 to 2010. Staff, user groups, management committee and volunteers – young people and adults – contributed to the development of this project. This consultation was combined with awareness raising and education so that a range of possible actions could be identified and evaluated.

We are proud of this greening work and the support many people are giving to make it an on-going success. In particular, we appreciate the support from **Isle of Dogs Community Foundation** through all three years that has made it possible for Island House to benefit from the s106 Millennium Quarter Fund.

Phase 1 – Green Mark

In Year 1 (2007-08) we looked at all our internal policies and procedures to make sure they were environmentally friendly. We chose to sign up to the Green Mark programme developed by the London Environment Centre (LEC) because it was a structured & tangible way, with the help of experts, to progress through the steps needed to improve our environmental impact and attain an accredited standard. This first year – devoted to consultation, awareness raising and education – has been supported by the Millennium Quarter Fund and the European Regional Development Agency (through in-kind assistance from LEC).



Phase 2 – Green Spaces

Because of the financial commitment from IDCF, we were able to attract match funding from LBTH Early Years to start capital improvements to our Centre. In Year 2 (2008-09), this took the form of creating a new garden for play, relaxation, socialising & growing projects, with lots of special environmental features. All materials were recycled or re-useable.

Phase 3 – Green Works

In our third year (2009-10) the capital improvements were specifically designed to reduce our carbon footprint. After a consultation process with staff, tenants & users, advice and recommendations from external environmental specialists and careful consideration from our management committee, we chose the measures that would have the highest environmental impact which included installing aluminium-framed double glazing, energy efficiency savings for our heating system and water saving measures. The IDCF funding for this phase was matched by the Veolia Environmental Trust .



This **How-to Manual** sets out the key actions Island House had to engage with to improve our environmental impact in phase 1 (Green Mark). We offer it to other community and voluntary organisations and small businesses as an example of a starting point for their own action plan. Any comments, suggestions, ideas for further action would be most welcome.

Steve Hill, Centre Director
Island House
April 2010

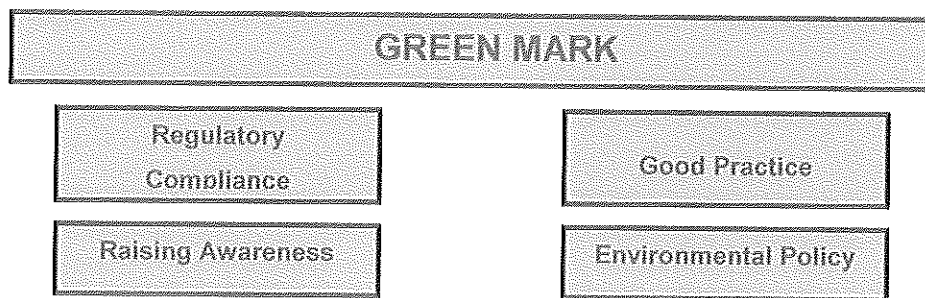
Green Mark

Green Mark was developed by the London Environment Centre (LEC) - part of London Metropolitan University. It is an environmental certification which enables businesses to understand, manage and control their environmental impact and gain recognition for doing so. Green Mark development has been supported by funding from the London Development Agency and the European Regional Development Fund. It is widely recognised throughout London and the UK and is cited on the Olympic Delivery Authority tendering documents.

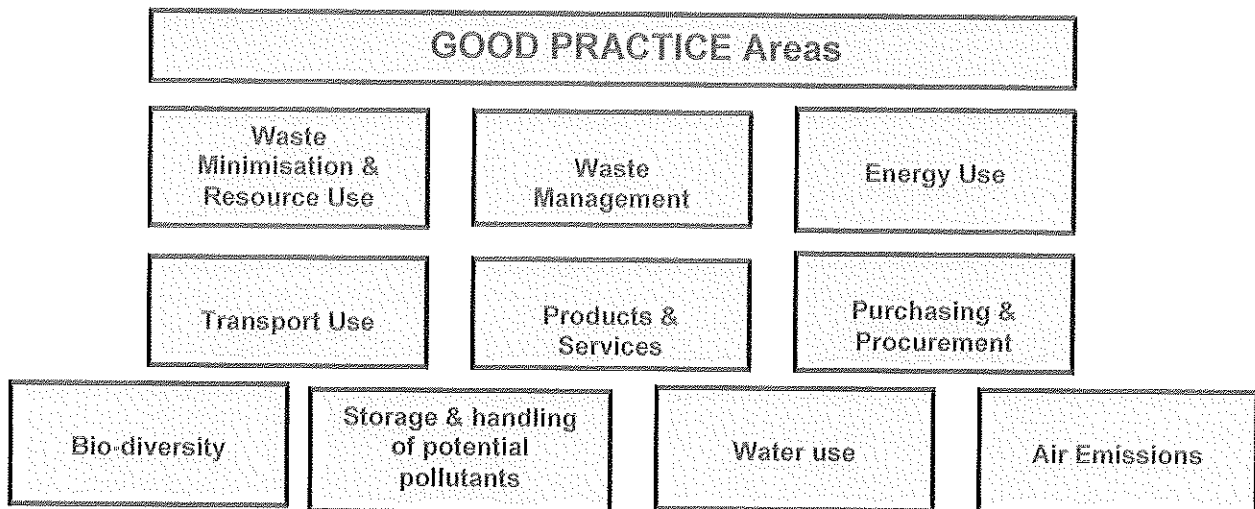
Green Mark is applicable to all organisations seeking to make an environmental improvement, regardless of size, sector or location.

Overview

These are the four key areas companies will have to work on for Green Mark.



Companies must choose 5 of the 10 good practice areas below.



Once Level 1 is achieved the certification is valid for 1 year and the organisation can either retain certification through an annual re-assessment or proceed to Green Mark Level 2.

What does it cost?

The standard process to get Green Mark accreditation takes 3 days: 1.5 days for an initial assessment of the business and a written report and another 1.5 days for the final audit and audit report. Not all situations are standard however and costs may vary depending on the size and scope of your organisation and how much time the environmental advisor will spend with the organisation. The basic cost of a Green Mark Level 1 (as at 2008) is £1,500 + VAT (£500 per day +VAT). For a registered charity the cost is £1,350 + VAT (£450 per day +VAT).

Project Objectives for *Greening Island House*

Benefits of Project

There are a number of benefits that can be identified when incorporating sustainability within a local community organisation such as Island House. These benefits will be identified for almost any organisation which will incorporate such a project. These benefits are:

- . Improve working environment for staff, resident groups and volunteers
- . Increase awareness on environmental issues among staff, resident groups, volunteers and visitors
- . Reduce energy bills and core costs
- . Reduce waste disposal rates
- . Increase recycling rates
- . Have a robust environmental policy

Baseline Study

The Greening Island House project involved an initial environmental assessment by the London Environmental Centre in order to identify current practises at Island House Community Centre. A baseline for an organisation will identify current practises and will also indicate savings to be made once new environmental practises are in place. A base line study involves:

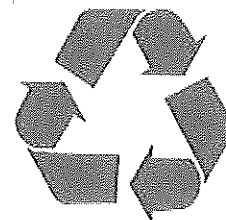
- . Monitoring of waste generated: This way waste disposal rates will be identified with the aim to decrease general waste and increase recycling rates. Volumes, weights or number of bags for general and recycling waste should be monitored at regular intervals (i.e. every week or fortnight)
- . Monitoring of electricity and gas and water: Utility bills should be monitored weekly or monthly in order to identify any abnormal use (i.e. out of office hours usage) as well as to identify savings once good practise is in place.
- . Monitoring of staff travel: Information on daily distance travelled by staff as well as mode of transport chosen (car, public transport etc) should be monitored. This will identify preferred staff travel and help towards putting a more effective travel plan in place (see Transport section in Checklist for more information)
- . Purchasing: A monitoring sheet for purchasing to measure frequency and time of purchases is necessary.

Checklist

The following 5 areas were identified as most important for Island House. Actions and implementing practises in each of these sections will help Island House Community Centre achieve Green Mark accreditation as well as improve environmental practises among Island House staff, volunteers and resident groups. The checklist below was used to identify simple actions which can be carried out by Island House and was tailored to the organisation. However most of these practises can be followed by similar office based organisations independent of size or sector to improve their environmental impacts. Additional actions can be identified depending on requirements, funds available and objectives and these will be identified after initial environmental assessment with an Environmental Consultant.

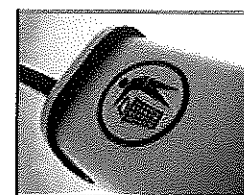
1. Waste Minimisation and Resource Use:

- Apply the principles of the waste hierarchy: Reduce – Reuse – Recycle
- Minimise paper use by:
 - Use of electronic formats
 - Restrict printing of email
 - Collect and reuse paper for scrap printing or note taking
 - Use double-sided printing
- Reuse packaging and envelopes
- Provide staff with scrap paper trays
- Use mugs and glasses (not disposable cups)
- Minimise staff office bins
- Stationary amnesty in offices
- Water wasted with every flush can be reduced by installing water saving devises for cisterns (hippos etc)



2. Waste Management and Recycling

- Keep all Duty of Care paperwork in file for 3 years.
- Recycling facilities for office related waste (paper, cans, plastic and glass)
- Include clear labels for recycling bins
- Place recycling bins in strategic locations (kitchen and communal areas)
- Storage and recycling of fluorescent tubes
- Recycling of ink and toner cartridges
- Any redundant or faulty IT equipment should be recycled
- Composting of Green Waste to be used for Island House garden



3. Energy Use and Efficiency

- Switch off campaign for
 - Lights
 - Appliances
 - IT equipment
- Computers and screen to sleep or power-down.
- Stickers and posters for energy awareness in the building
- Use natural light through windows and switch off unnecessary lights.
- Use blinds to adjust intensity of light.

- Paint walls in light colours.
- Replace fluorescent tubes with energy efficient alternatives T8 or T5.
- Replace conventional light bulbs with CFL.
- Obtain thermometers and monitor and measure temperature in offices. Ideal temperature should be set between 18-21 °C
- Install and use Thermostatic Radiator Valves (TRV) on heating radiators.
- Switch to a green electricity supplier.
- Solar films will be placed on south facing windows to reduce heat gains during the day and sun glare
- Movement sensors will be installed in toilets and hallways to ensure that lights are not left on unnecessarily
- New double glazing windows will further reduce energy use by providing much better insulation to the building.



Further recommendations for this sector involved other more costly and time consuming measures and will help Island House Community Centre to substantially reduce energy bills and reduce their environmental impact as well as carbon footprint.

4. Transport

- Installation of cycle racks will encourage Island House staff and volunteers to use their bikes.
- Public transport links to the premises should be included on website as well as in all communications
- Use email and phone communication to minimise the need of travel
- Take parking spaces out of use as these can be used for other purposes such as cycle racks etc
- Preference should be given to cycle couriers when needed
- Mains fed water coolers also help towards minimising the transport requirements for an organisation and these have been installed at Island House
- Purchase using local suppliers and shops for office consumables (tea, coffee, stationary).



5. Purchasing and Procurement

- Recycled paper should be purchased for general office use
- Other recycled or sustainable stationary should also be purchased such as envelopes, folders, notepads
- Buy fair-trade coffee and tea for beverages
- Always request recycled paper and environmental friendly inks for any external printing such as flyers, letterheads and business cards.
- Purchase goods that come in recyclable packaging
- Purchase refilled or remanufactured ink and toner cartridges



Contacts and Resources

General:

- Green Mark: <http://www.green-mark.co.uk/>
- Running a cost effective environmentally aware office: <http://www.envirowise.gov.uk/118465>
- Carbon Trust for stickers and posters to raise energy awareness in the office: <http://www.carbontrust.co.uk/energy/startsaving/starterpack.htm>
- Thames Water to order free Hippos: http://www.thameswater.co.uk/UK/region/en_gb/content/section_homepages/right_image_00045.jsp
- Calculate carbon footprint and offset carbon emissions: <http://www.carbonsmart.co.uk/index.php?q=index>

Energy efficiency:

- Energy efficient lighting: <http://www.energybulbs.co.uk>
- More information and awareness: <http://www.energysavingtrust.org.uk>

Recycling:

- Cartridges:
<http://www.cartridges4charity.co.uk>
http://www.oxfam.org.uk/get_involved/recycle/toner.html
- Office related waste:
http://www.greenyouroffice.co.uk/info_pages.php?pages_id=69&cPath=58
<http://www.paper-round.co.uk/>
<http://www.greenerworld.com/service-recyclewhat.htm>
- IT equipment:
<http://www.computersforcharity.org.uk>
<http://www.actionaidrecycling.org.uk>
- Tower Hamlets - Environment - Recycling, rubbish & litter - Rubbish collection Businesses
http://www.towerhamlets.gov.uk/ign/environment_and_planning.aspx
- News and information for the Recycling and Waste Management Community
www.letsrecycle.com

Green Stationary:

- <http://www.paperback.coop>
- <http://www.greenyouroffice.co.uk>

Legislation explained:

- <http://www.businesslink.gov.uk/bdotg/action/layer?topicId=1079438165>
- <http://www.netregs.gov.uk>

Funding Sources for Local Environmental Projects

- Landfill Community Fund - <http://www.entrust.org.uk/home/lcf>
- Low Carbon Buildings - <http://www.lowcarbonbuildingsphase2.org.uk/favicon.ico>
- Veolia Environmental Trust - <http://www.veoliatrust.org/>
- Groundwork Community Spaces - <http://www.community-spaces.org.uk/>
- Isle of Dogs Community Foundation - <http://www.idcf.org/index.htm>
- Awards For All - <http://www.awardsforall.org.uk/>



Island House achieved the standard for the award of the
London Environment Centre's

GREEN MARK
(Level 1)
ISO # 14001

quality mark for environmental and sustainability standards in our
policies and procedures on

2nd March 2009

as assessed by
JOHN ALDENTON
of Community Land Use





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02 March 2009

Dear Steve,

Green Mark Award Scheme Level 1

Following today's visit and discussion with you and Gulbahar Begum, I have been able to assess the extent to which Island House has met the requirements of the London Environment Centres Green Mark Award Scheme.

As you know, the London Environment Centre no longer exists and neither does its Green Mark scheme. However, I have a copy of the checklist for Island House provided previously by the Centre and I am pleased to confirm that Island House now meets the standard required of the Green Mark Level 1.

You have made good progress in implementing your environmental policy, but there are some issues that need further attention, as follows;

- 1) You need to monitor your fuel bills monthly, and set targets based on existing consumption, for reducing them. By careful management, you could reduce fuel bills by 25%! To do so you will need to ensure that:
 - 1.1. blinds are left open and lights switched off in all rooms whenever possible
 - 1.2. the heating system is working efficiently by repairing leaks, installing controls on the immersion heater and the disabled toilet heating and ensuring that all radiators in the offices are set at the lowest level every night when the heating system is on
 - 1.3. you report progress on fuel bill reductions to all building users.
 - 1.4. you reduce water waste by shortening the flow time of the existing taps

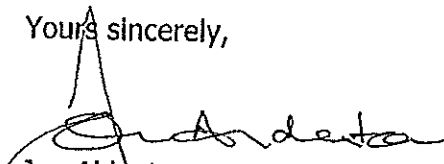
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- 2) You need a large sign at the entrance saying that you're committed to reducing waste, using less energy and being environment friendly, but that you need the help of all users
- 3) secure bike storage is needed, which will discourage people from coming by bicycle, The Council will install this for free on your forecourt.
- 4) a wormery in the garden to recycle all your organic waste will be a source of fun for the playgroup and reduce your waste stream. Wormeries are available at subsidised cost.
- 5) Neither your environmental policy, nor your transport policy contains any targets or measures of success. Your champions should get together to decide some, and then monitor how well they are met.
- 6) You should review your paper suppliers (to ensure that you're getting 100% recycled post consumer paper and fuel suppliers (either Green energy, Good Energy or Equipower would be a step towards better environmental performance).

I look forward to reviewing progress at a later date.

Best wishes,

Yours sincerely,



Jon Aldenton
For Community Land Use