



# GREENING THE WORKPLACE

## REPORT FOR 2004-05

*"managing our own workplace"*

A Report on SNH's Environmental Management System to improve the environmental performance of our own operations.

Approved by the SNH Board on 1 November 2005

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## 1 Chief Executive's Statement

Welcome to the annual SNH environmental report, which is one of our corporate reports but, being green, is produced only as an electronic document issued to interested parties via the SNH website.

This report shows progress made during 2004-05 on the key environmental aspects of SNH's work. A summary of progress on our headline targets shows:

Target		comment
<i>Reduce Paper Use by 10% per head</i>	✓	continues to reduce
<i>Provide bike racks and showers at SNH offices</i>	✓	target met
<i>Reduce our total CO<sub>2</sub> emissions</i>	✓	air flights reduced
<i>Install Renewable Energy systems</i>	↗	solid local progress
<i>Buy recycled products</i>	↗	nearly all paper, more office consumables
<i>Obtain best possible Green Tourism Business Scheme rating for all appropriate SNH NNR Visitor Centres</i>	↗	excellent progress since previous assessment
<i>Recycle 80% of solid wastes</i>	?	data insufficient
<i>Reduce solid wastes by 10%</i>	?	data insufficient
<i>Reduce water use to new benchmark</i>	→	developing the information
<i>Stabilise pool car mileage</i>	↘	related to Relocation
<i>Reduce energy use by 10%</i>	✗	increase this year

✓ achieved      ✗ missed      ↗ improving      ↘ worsening      → developing

Greening is about aiming for continuous improvement – in our targets, in our advice & support, in our policies and in helping our staff learn to see Greening as the natural way to work – and we are continually improving the feedback we give to Managers and staff on 'their' Greening performance.

This report includes a forward look at the key Greening priorities for the next three years (2005-08). As SNH establishes itself in its new headquarters building in Inverness, with many new staff, this offers opportunities to embed good Greening and sustainability practices into the normal way we do things. The Efficient Government Initiative and other reviews of the roles of public bodies bring challenges, but also opportunities to develop environmental efficiencies and to build sustainability deeper into the fabric of how public bodies operate.

We have also looked to where we can ensure that our Greening measures and other actions in SNH contribute effectively to the developing sustainable development agenda.

There will always be pressures, especially in retaining focus on Green issues during periods of major change, but I believe we have the strong commitment from all staff across SNH, as well as from Board and Managers, to make progress across all of our priority areas in all parts of SNH.

*Ian Jardine*

Chief Executive

## 2 Background

Our Environmental Management System (“Greening the Workplace”) is built on the framework of our 1997 Greening Policy, which states that we will:

- **Minimise use of non-renewable materials, avoid hazardous substances,**
- **minimise harmful outputs, and use resources efficiently**
- **Harness and channel staff enthusiasm and provide information & training**
- **Reduce amounts of waste materials produced and promote reuse & recycling**
- **Minimise energy consumption and increase energy efficiency**
- **Build Greening considerations into all procurement decisions**
- **Minimise reliance on motor vehicles and reduce their impacts**
- **Develop Performance Targets and report on progress**
- **Reduce the CO<sub>2</sub> emissions from our own activities**

Our mission is to ‘work with Scotland’s people to care for our natural heritage’. We have 758 staff (Full Time Equivalents) in 45 offices & visitor centres, who work with customers and partners throughout all of Scotland.

We must reduce the negative environmental impact from this work, and so have developed eleven Key Aspects within our EMS:

**Reduce Energy Use  
Greener Procurement  
Saving Water  
Wider Context**

**Greener Properties  
Greener Travel  
NNRS & Green Tourism  
Planning Strategy & Management**

**Renewable Energy  
Managing Waste  
Promote Greening**


## 3 Key Targets

The eleven current headline Greening targets (for 2004-07) are derived from the Greening Policy and Key Aspects:

Reduce Paper Use by 10% per head	Recycle 80% of solid wastes
Reduce solid wastes by 10%	Reduce energy use by 10%
Install Renewable Energy systems	Buy recycled products
Provide bike racks and showers at SNH offices	Reduce water use to new benchmark
Stabilise pool car mileage	Reduce our total CO <sub>2</sub> emissions
Obtain best possible Green Tourism Business Scheme rating for all appropriate SNH NNR Visitor Centres	

## 4 Performance Reports

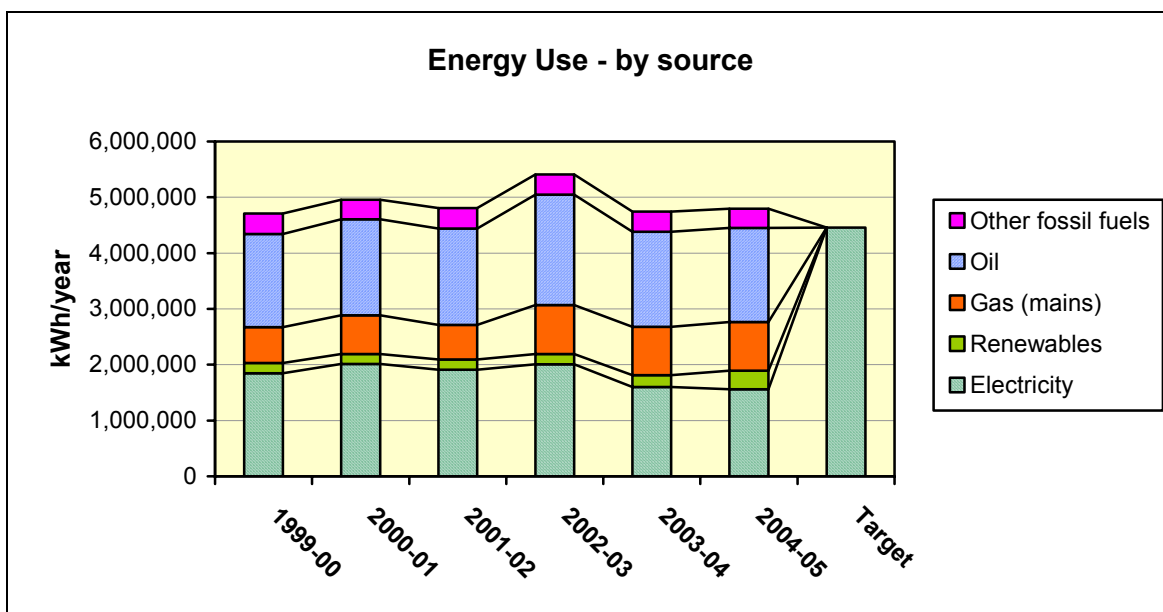
This Report describes work under each key aspect and shows progress on our targets.

<b>Key Aspect 1 – Reduce Energy Use</b>	
<b>Headline target: Reduce energy use by 10% from 2000-01 level by March 2005</b>	

### Progress in 2004-05:

- Total energy use is up by 6%, but electricity, oil and other fossil fuels all show a drop. Reductions have been achieved in electricity and heating use through energy efficiency measures, more efficient management of energy, or moving to more efficient offices.
- Increases in energy use have come from more staff working at particular offices, extending some of our offices, taking on two temporary offices in Inverness and with a slight increase in gas use. The new biomass heating system at our Aviemore office uses more energy than before, but delivers more heat when needed, and in a carbon neutral way.

Chart 1



Energy source	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05
<b>Electricity (CO2-free) *</b>	1,849,854	2,014,683	1,908,017	2,007,319	1,602,849	1,558,712
<b>Self-generated Renewable **</b>	181,567	173,817	183,817	183,817	210,817	211,000
<b>Other renewables ***</b>						121,600
<b>Total Renewables</b>	<b>2,031,421</b>	<b>2,188,500</b>	<b>2,091,834</b>	<b>2,191,136</b>	<b>1,813,666</b>	<b>1,891,312</b>
<b>Gas (metered)</b>	640,654	695,954	622,713	877,600	866,757	871,761
<b>Oil</b>	1,669,598	1,721,466	1,727,552	1,978,729	1,700,926	1,685,438
<b>Other fossil fuels (deliv)</b>	366,000	348,000	364,000	364,000	361,457	343,618
<b>Total non-renewables</b>	<b>2,676,252</b>	<b>2,765,420</b>	<b>2,714,265</b>	<b>3,220,329</b>	<b>2,929,140</b>	<b>2,900,814</b>
<b>Total</b>	<b>4,707,773</b>	<b>4,953,920</b>	<b>4,806,099</b>	<b>5,411,465</b>	<b>4,531,986</b>	<b>4,792,129</b>
<b>No staff (FTE)</b>	not known	700	720	749	751	758
<b>Energy use/person</b>	<b>not known</b>	<b>7077 kWh</b>	<b>6675 kWh</b>	<b>7225 kWh</b>	<b>6034kWh</b>	<b>6322 kWh</b>
<b>%Renewables of total****</b>	4%	2%	4%	3%	5%	7%

\* Electricity includes estimates for non-metered offices

\*\* Self-generated renewables includes:

Rum: hydro scheme (estimate, based on actuals for 2003-04), Noss: wind turbine (estimate), Isle of May: Solar PV cells (estimate),

\*\*\* Other renewables includes: Aviemore: woodchip (actual).

\*\*\*\* Excluding mains electricity

## Key Aspect 2 – Greener Properties

Key targets - eg on energy use, renewable energy - are delivered via our property management.

### Progress in 2004-05:

- A Greening capital budget has been established to fund specific property-related Greening measures. In 2004-05, this paid for upgrading the wind turbine at Noss

NNR, new bike storage lockers at our Battleby office and heat retention measures at the Aviemore office.

- Green Office Audits were carried out at 7 SNH offices, with recommendations for improvements at each.
- Greening played a full part in the option appraisals for 2 SNH offices.
- Input continued into the design and construction of the Westercraigs building in Inverness to ensure that environmental and sustainability criteria remain firmly included.

**Key Aspect 3– Renewable Energy**

**Headline Target - Install Renewable Energy Systems where technically, environmentally and operationally viable**



Every new build and major refurbishment programme at the SNH properties now considers the installation of Renewable Energy systems, and where feasible is done.

**Progress in 2004-05:**

- Upgrading of the wind turbine which provides all the electricity for our visitor centre on Noss NNR (Shetland)
- Renewables (not including mains electricity) now forms 7% of SNH's energy use. If mains electricity is included, SNH gets 39% of its energy from renewable sources, bought as part of a large public sector contract of guaranteed CO<sub>2</sub> free electricity).

**Key Aspect 4 – Greener Procurement**

**Headline Target - Buy Recycled Products**



We wish to increase the proportion of recycled materials in all products bought, both one-off and routine (especially paper, office products, IT & office consumables, and stationery).

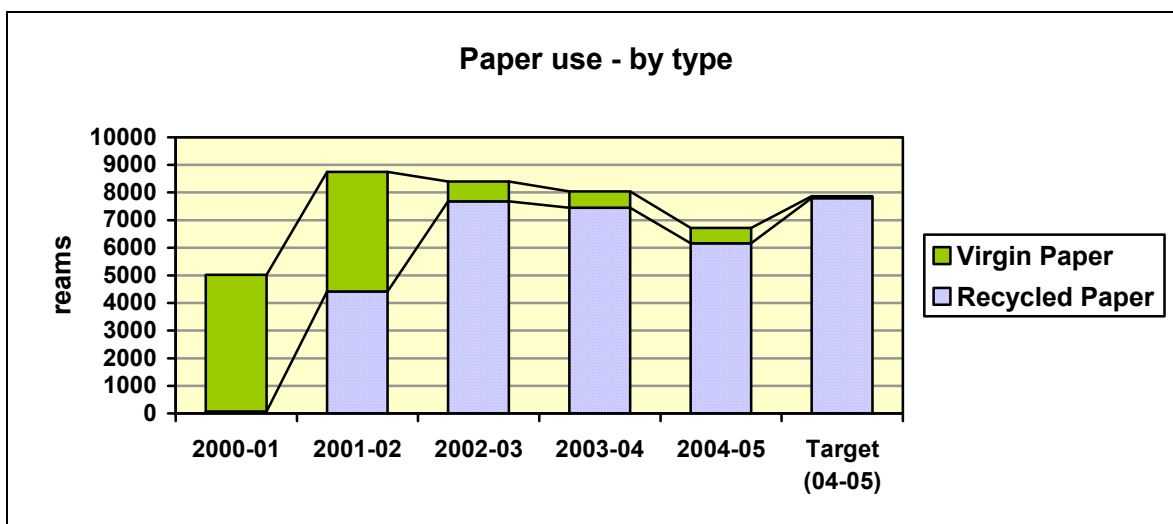
**Progress in 2004-05:**

- Sustainability criteria were a key aspect of the specifications and evaluation of desks and office furniture for the Westercraigs HQ building.
- Recycled plastic instead of timber was used for boardwalk and other site structures at Hermaness NNR (Shetland).
- Of all of the paper bought by SNH through our central contract, 89% is made from 100% post-consumer recycled fibres.
- Over half of SNH's paper stationery items are made of recycled paper or card (envelopes, folders, transits etc).
- Input was made into UK-wide technical advice on buying recycled toilet and tissue products (produced by WRAP).

The table below shows the percentages of recycled and new laser toner printer cartridges, with a disappointing down turn.

IT cartridges	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05
Bought new	80	67	60	62	65	70
Bought recycled	20	33	40	38	35	30

Chart 2



Data for 2000-01 are incomplete

Key Aspect 5 – Greener Travel	
<b>Headline Target - Stabilise pool car mileage per head at 2001-02 levels by 2010</b>	✘
<b>Headline Target - Provide Bike Racks (at 20 offices) and Showers (where there is demand and it is operationally feasible)</b>	✔

Travel creates one of our largest environmental impacts and offers good opportunities to reduce – especially office to office car travel and inter-UK air travel. Using videoconference equipment is making a big difference on both of these impacts, but the temporary bulge in staff numbers and travel related to Relocation has increased our pool car mileage.

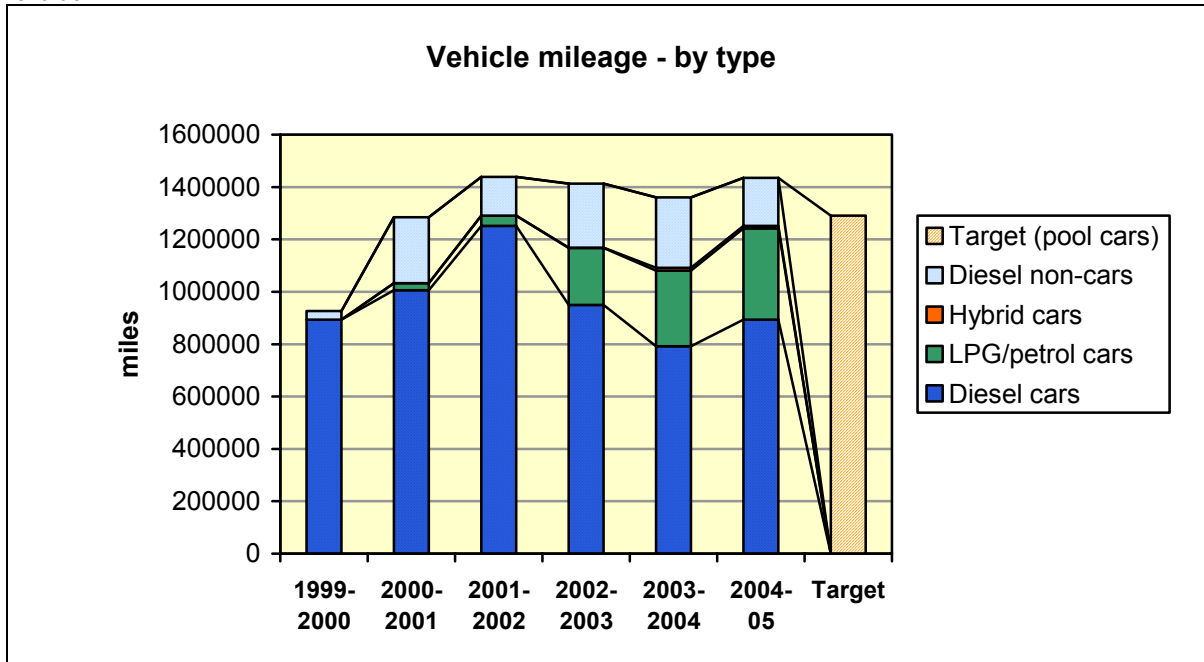
SNH has a fleet of 112 pool cars, which are essential for us to ‘work with Scotland’s people’ and the natural heritage, as many locations are not easily accessible by public transport. We also have 49 other vehicles for essential use on Nature Reserves, off-road access etc (eg land rovers, pickups and tractors).

#### Progress in 2004-05:

- Seven more LPG/Petrol cars were bought to replace old diesel cars. LPG use runs at 50% of the fuel used in dual fuel cars.
- A ‘Smart Car’ was bought for the Aviemore office – bringing good fuel efficiency, high recyclability and good PR for SNH.
- Videoconferencing equipment was installed at another 6 offices (now 13 in total) and is now a routine part of our regular working practice.
- Our air flights have been dramatically reduced - mostly due to installing VC kit.
- Savings from the 418 VC calls made comprised an estimated £142,000 and 82,000 miles travelled.
- Ferry numbers also fell, by 23%, also due to VC being available in island offices.
- Bicycle racks were provided at 1 more office (now 20 in total).
- Showers are available at 12 offices and are well used by staff cycling to work and eg after lunchtime cycle runs (so also delivering health benefits).
- SNH now has 7 pool bikes for work use at 3 offices (including two folding bikes that can be taken on trains).
- SNH now pays 20p/mile for work-related use of personal bikes.
- The outline Travel Plan for the new Inverness HQ includes showers, changing facilities, covered secure bike storage and links from the site to local cycle routes; as

well as other measures to promote public transport and encourage alternatives to private car use.

Chart 3



Mileage by vehicle type

Vehicle Type	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05
<b>Diesel pool cars</b>	892,951	1,005,432	1,251,731	950,094	791,644	893,231
<b>LPG/Petrol pool cars</b>	0	27,494	38,580	217,419	288,923	348,550
<b>Petrol/Elec pool cars</b>	0	0	0	821	11,406	10,169
<b>Diesel non-pool cars</b>	33,040	252,279	148,768	244,132	269,019	182,518
<b>Total</b>	<b>952,991</b>	<b>1,285,205</b>	<b>1,439,079</b>	<b>1,412,466</b>	<b>1,360,992</b>	<b>1,434,468</b>
<b>Pool car miles</b>	<b>892,951</b>	<b>1,032,926</b>	<b>1,290,311</b>	<b>1,168,334</b>	<b>1,091,973</b>	<b>1,251,950</b>
<b>Pool car miles/person</b>	<b>n/a</b>	<b>1476</b>	<b>1792</b>	<b>1560</b>	<b>1454</b>	<b>1652</b>

An average of 50% of fuel bought in dual fuel cars is LPG, compared to 24% in 2003-04.

Vehicle Nos by type	1999- 00	2000-01	2001-02	2002-03	2003-04	2004-05
<b>Diesel pool cars</b>	71	96	104	89	79	82
<b>LPG/Petrol pool cars</b>	0	4	9	14	22	29
<b>Petrol/Electric pool cars</b>	0	0	0	1	1	1
<b>Diesel non-pool cars</b>	35	40	39	42	44	49
<b>Total</b>	<b>106</b>	<b>140</b>	<b>152</b>	<b>146</b>	<b>146</b>	<b>161</b>

note 1: The increase in vehicle numbers reflects an overlap between buying new vehicles and disposing of older vehicles, plus vehicles acquired for management schemes and projects on Tiree, Arran and Islay.

note 2: The distinction between pool cars and non pool cars is becoming increasingly blurred, as double cab pick-ups are increasingly being bought in place of having a LandRover and a pool car, especially for rural offices. To reflect this, this 'pick-up' mileage is equally split between pool car and non pool car travel.


### Key Aspect 6 – Managing Waste

<b>Headline Targets: Reduce paper use by 10% per head of 2000-01 level by March 2005.</b>	✓
<b>Recycle 80% of solid wastes of 2000-01 levels by March 2005.</b>	?
<b>Reduce solid wastes by 10% of 2000-01 levels by March 2005.</b>	?

#### Progress in 2004-05:

- Paper purchases appear to be down, but this could include some under-recording.
- Analysis of Waste and Recycling data for 2004-05 is not possible because the unusually poor quality of the data provided in the annual waste & recycling ‘snapshot’ made the results unreliable. Therefore no charts or graphs are shown in this Report and no comment can be made about our overall performance. Changes to the reporting procedures have been made to ensure better quality and more reliable data will be available on our waste and recycling performance from 2005.
- Outline plans were developed for the new Inverness HQ including an integrated system to manage & reduce waste and to increase recycling throughout the building.

### Key Aspect 7 – Saving Water

<b>Headline Target - Reduce water use to new benchmark (7.7m<sup>3</sup>/person/year at offices with water meters, by March 2006)</b>	
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By March 2005, 11 offices had water meters, with 6 able to provide monthly meter readings, compared with 8 offices with water meters in 2003, of which only 2 gave readings.

#### Progress in 2004-05:

- This is a longterm goal, which will deliver results as we develop better management information, and as we refurbish our properties and acquire new properties with better water conservation measures.
- The new Inverness HQ sets water use standards of 7.7m<sup>3</sup>/person/year, via efficient systems and including rainwater collection and reuse.

### Key Aspect 8 – NNRS & Green Tourism

<b>Headline Target - Obtain best possible Green Tourism Business Scheme rating for all appropriate SNH NNR Visitor Centres</b>	
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#### Progress in 2004-05:

- All seven staffed Visitor Centres were reassessed under GTBS in 2004. From 2 silver, 4 bronze and 1 fail in 2001/02, the standard was raised to 1 gold, 5 silver and 1 bronze.
- The NNR website <http://www.nnr-scotland.org.uk/> (showing off all of Scotland’s NNRs) now includes a page on Green Tourism which describes the GTBS and encourages visitors to travel green and stay in ‘greener’ accommodation.

### Key Aspect 9 – Promote Greening

Greening is about changing perceptions and changing behaviour at all levels in SNH. Promoting Green policies, getting senior support, engaging and informing staff are all essential.

#### Progress in 2004-05:

- Quarterly in-year monitoring of local progress in SNH towards the Greening targets was developed for local Managers.
- More Greening content was added to the SNH staff induction materials.
- The network of Greening Reps in SNH continues to provide effective local leadership.

### Key Aspect 10 – Wider Context

**Headline Target - Reduce total CO<sub>2</sub> emissions by 10% from 2000-01 levels by 2010.**



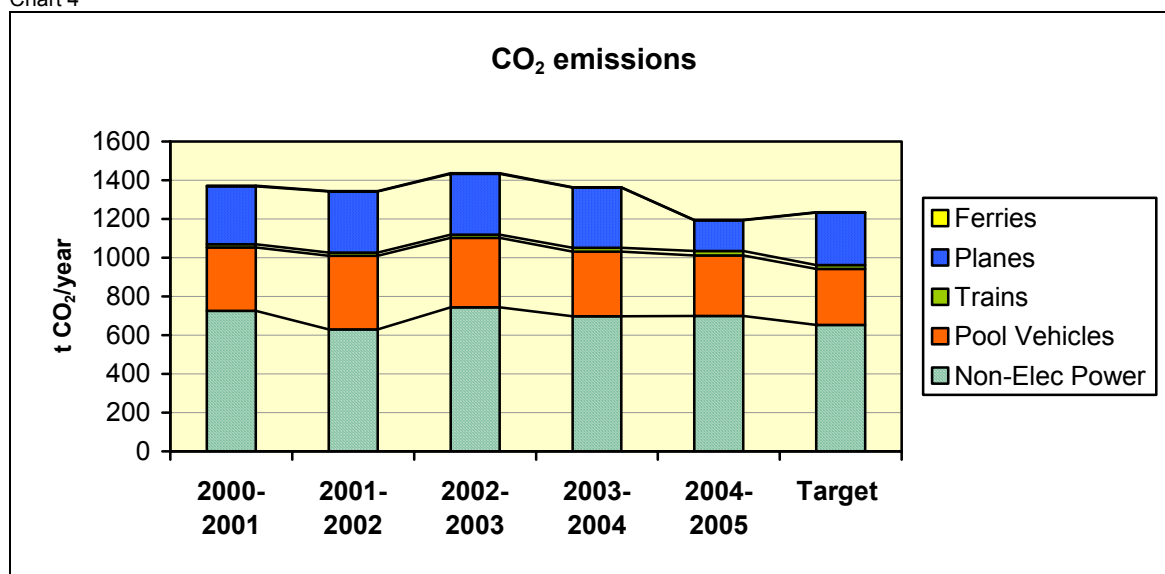
Overall, our greatest environmental impact is from our CO<sub>2</sub> emissions, and our greatest challenge is its reduction.

#### Progress in 2004-05:

- Totals this year are below our 210 target level.
- Significant reductions in CO<sub>2</sub> emissions from flights and ferries appear to have been achieved, with increasing use of videoconference equipment.
- Slight increases in CO<sub>2</sub> from train journeys are to be welcomed as representing a modal shift away from road travel.

CO <sub>2</sub> emissions	2000-01	2001-02	2002-03	2003-04	2004-05	Target
<b>Non-electric power</b>	725.0	629.2	743.5	696.8	699.0	652.5
<b>Electricity</b>	0	0	0	0	0	0
<b>Pool vehicles</b>	327.3	380.6	358.2	335.1	313.3	289.6
<b>Trains</b>	17	17	17	18.6	22.9	20.5
<b>Planes</b>	300	315	315	311.4	157.8	270
<b>Ferries</b>	2.5	2.5	2.5	2.4	1.6	2.2
<b>Total (tonnes)</b>	<b>1371.8</b>	<b>1344.3</b>	<b>1436.2</b>	<b>1364.3</b>	<b>1194.6</b>	<b>1234.8</b>
<b>CO<sub>2</sub> per person (t)</b>	<b>1.96</b>	<b>1.87</b>	<b>1.92</b>	<b>1.82</b>	<b>1.57</b>	<b>1.70</b>

Chart 4



Notes:

CO<sub>2</sub> is shown in Tonnes.

Data for electricity (zero-CO<sub>2</sub>) and non-electric power are taken from monthly energy readings and utility bills.

Data for pool vehicles (cars, land rovers and off-road vehicles) are taken from vehicle log sheets.

Data for planes, trains and ferries are taken from finance purchase returns.

### Key Aspect 11 – Planning Strategy & Management

### **Progress in 2004-05:**

- Significant input was made into the development of the frameworks for systems and procedures for the new Inverness HQ, to ensure that Greening / sustainability aspects are properly included in the way we operate this flagship building.

### **Future Priorities for 2005-08**

**There are four main areas where we should focus our Greening programme:**

- i) extending and strengthening the existing programmes and targets,**
- ii) maximising the opportunities to embed best practice in the new Inverness HQ – and other offices,**
- iii) ensure SNH Greening policies influence wider opportunities within government-led programmes such as Efficient Government, On The Ground etc,**
- iv) recognise and develop more fully the positive impact of SNH's activities to promote wider sustainability aspects.**

**The following priorities have been endorsed by our management team and board.**

#### **I. Extend current Greening programme**

- Review the current suite of Greening targets, and strengthen them where appropriate, so that SNH continues to model current good environmental practice. In particular this applies to energy use, air travel within the UK mainland, CO<sub>2</sub> emissions, waste minimisation and recycling.
- Implement a quarterly monitoring system of Greening performance by each Area and Large Office.
- Implement a Sustainability in Procurement programme for SNH, where appropriate sustainability aspects are incorporated into all purchasing across SNH.
- Offset our CO<sub>2</sub> emissions by investing in measures to develop CO<sub>2</sub>-free microgeneration renewable energy systems at SNH properties or otherwise lock up carbon.
- Where possible, generate further income for RE developments by selling Renewables Obligation Certificates from our own renewable electricity production (eg from hydro generation on the island of Rum)
- Establish in-year monitoring of waste and recycling performance at each office.
- Roll out Videoconference equipment at least 5 more offices.
- Ensure that sustainability criteria are fully embedded in the NNR signage replacement programme.
- Ensure that SNH remains amongst the leaders in Environmental Management Systems throughout the Scottish public sector, and consider the benefits of seeking ISO14001 accreditation at the Inverness HQ and other SNH properties.

#### **II. Embed Greening into Westerbraigs and other properties**

- Ensure that the core Greening messages are fully incorporated into the systems and procedures for managing the new Inverness HQ.
- Ensure that all new staff joining SNH - especially in Inverness – are fully aware of their Greening responsibilities.
- A strategy for Waste and Recycling at Westerbraigs will be implemented.
- Develop and implement a Green Travel Plan for the Inverness HQ to ensure that the impacts of travel to work at the new site are reduced.
- Use good practices developed at Westerbraigs to set and achieve higher standards of commitment to Greener processes throughout SNH.

### III. Wider agenda

- Ensure that any co-location or otherwise shared developments with other public sector bodies eg under the 'Efficient Government' initiative provide leadership and best practice in sustainability and environmental management.
- Ensure that we actively demonstrate, in the way we run SNH, the advice and policies that we develop for others, eg in energy use, transport, planning.

### IV. SNH and sustainability

- Responding to the measures to be agreed in the Scottish Sustainable Development Strategy, SNH will more effectively promote the measures and programmes that we already do which contribute to wider sustainability targets.
- Where possible and effective, we will incorporate broader sustainability aspects into SNH policies and procedures, whilst recognising that SNH has specific remits to manage and protect the natural heritage.

#### References

The format of this Report is based on the General Guidelines on Environmental Reporting developed by DEFRA (Dept of the Environment, Food and Rural Affairs), DTI (Dept of Trade & Industry), The Scottish Executive and the National Assembly of Wales.

CO<sub>2</sub> emissions conversion factors are taken from "Guidelines for Company Reporting on Greenhouse Gas Emissions" produced by DEFRA.

#### Further Information

For more information on any of the aspects of this report, or to discuss SNH's Greening the Workplace programme; please contact:

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This document is available on the Greening section of the SNH website at [www.snh.org.uk](http://www.snh.org.uk) Look for 'Greening the Workplace' in the A-Z, or go directly to <http://www.snh.org.uk/about/greening/ab-gr-01.asp>

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"SNH is a non-departmental government body responsible to the Scottish Executive and Scottish Parliament. Scotland's natural heritage is a local, national and global asset. We promote its care and improvement, its responsible enjoyment, its greater understanding & appreciation and its sustainable use now and for future generations."  
Scottish Natural Heritage

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